Westcon Convergence™

Tell Me About...

...Small & Medium Enterprise Communications

v8.1

AVAYA

The Power of We™

Westcon is a value added distributor of category-leading unified communications, infrastructure, data centre and security solutions with a global network of specialty resellers. Our teams create unique programs and provide exceptional support to accelerate the business of our partners. Strong relationships at every level of the Westcon organisation enable our partners to receive support tailored to their needs. From global logistics and flexible customised financing solutions to pre-sales, technical and engineering assistance, we work with our partners to respond with agility and speed to changing market conditions so they can achieve the fastest time to revenue.

The Avaya team at Westcon Convergence provides support through every aspect of the sales cycle, offering dedicated account management, marketing and a wide range of pre and post sales training and support. With a consultative approach the team is dedicated to helping you develop compelling solutions and grow your business.

This guide is designed to help you understand Avaya IP Office solutions and the benefits they bring to your customer.

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CONTENTS

Westcon Convergence Support

4 How Westcon Convergence supports its Resellers

Product Overview

5 Small & Medium Enterprise Communications
9 IP Office Server Edition

Platforms

11 IP Office 500
16 Nortel Migration Hardware

Terminals

17 IP Terminals 1600 Series
18 IP Terminals 9600 Series
19 Digital Terminals 1400 Series
20 Digital Terminals 9500 Series
21 Analogue Terminals

Wireless

22 DECT R4
23 IP DECT Gateway
24 Wireless IP Telephony

Avaya Networking

25 Avaya Networking Solutions

Applications

27 Applications Overview
28 IP Office Editions Overview
29 IP Office Basic Edition
30 IP Office Essential Edition
31 IP Office Preferred Edition
32 IP Office Server Edition
33 IP Office Advanced Edition
34 IP Office Networking
35 IP Office Receptionist
36 IP Office Office Worker
37 IP Office Mobile Worker
38 IP Office Tele Worker
39 IP Office Power User
40 IP Office Customer Call Reporter Agents & Supervisors
41 Avaya Flare™ Communicator for iPad
42 one-X Mobile for IP Office
43 one-X Portal for IP Office
44 IP Office Plug-In for Microsoft Outlook
45 Salesforce.com Integration
46 IP Office Video Softphone
47 IP Office Conferencing

Collaboration

48 Why Audio Conferencing?
49 B100 Audio Conference Phones
50 Video Conferencing
51 Systems Status Application - SSA
51 Advanced Messaging Options
52 Avaya ESBC and ESBCA
53 DevConnect
54 AdvaTel InTouch

Headsets

55 Plantronics
60 Plantronics Configuration Guide
63 Jabra
66 Jabra Configuration Guide

Technical Specifications

69 Technical Specifications

How Westcon Convergence supports its Resellers

Westcon is dedicated to supporting its resellers' businesses, and we aim to make working with us an enjoyable and profitable experience. With extensive experience of supporting multiple reseller channels, we know the key to this is to invest heavily in highly-skilled staff, a comprehensive range of services and market leading products.

✓ Account management

A dedicated account manager ensures that our resellers have access to the full range of support and development resources that the Westcon Avaya partnerships offers:

- Experience and knowledge to grow your business
- Complete commercial ownership
- Regular product, pricing and promotion updates
- Business development support

✓ Pre-sales support

Our highly experienced pre-sales team offer a wealth of knowledge and expertise in the following areas:

- Advice and consultancy
- Full support during the bidding process
- System design validation
- Support and advice for complex and multi-vendor solutions
- Full system configuration and pricing
- Customer presentations and solution demonstrations

✓ Professional services

The Westcon Convergence Professional Services team have extensive experience in implementing and supporting the entire Avaya portfolio. Our services include:

- Solution pre-staging
- System installation and commissioning
- Technical support
- Maintenance
- VoIP network readiness testing
- Project management

✓ Customer operations

With a strong focus on customer service, Westcon provides comprehensive operational support. Our customer operations team offers the following:

- Efficient logistics
- Order processing and fulfilment
- E-Commerce
- Query resolution

✓ Marketing

Our compelling market leading programmes are designed to help you develop your own skills and expertise and to develop your convergence business:

- Dedicated Avaya product management
- Channel marketing support
- Comprehensive demand generation initiatives
- Marketing customisation service
- Regular product forums & road shows

✓ Training and knowledge development

Westcon Academy offers a comprehensive training portfolio with a range of Avaya sales, pre and post sales training courses.

- Exclusive solution sales training delivered by leading industry experts
- Comprehensive, hands-on technical training
- Book online at the Westcon Academy site
- Bespoke training courses and workshops

✓ Partner Portal

Our exclusive partner portal offers innovative convergence solutions and advanced reseller support services to help develop competitive advantage, profitable business and truly converged solutions. These include:

- Multi-vendor resources and services
- Extensive Avaya collateral
- Sales and marketing tools
- Promotions and incentives
- Access to Westcon Convergence events

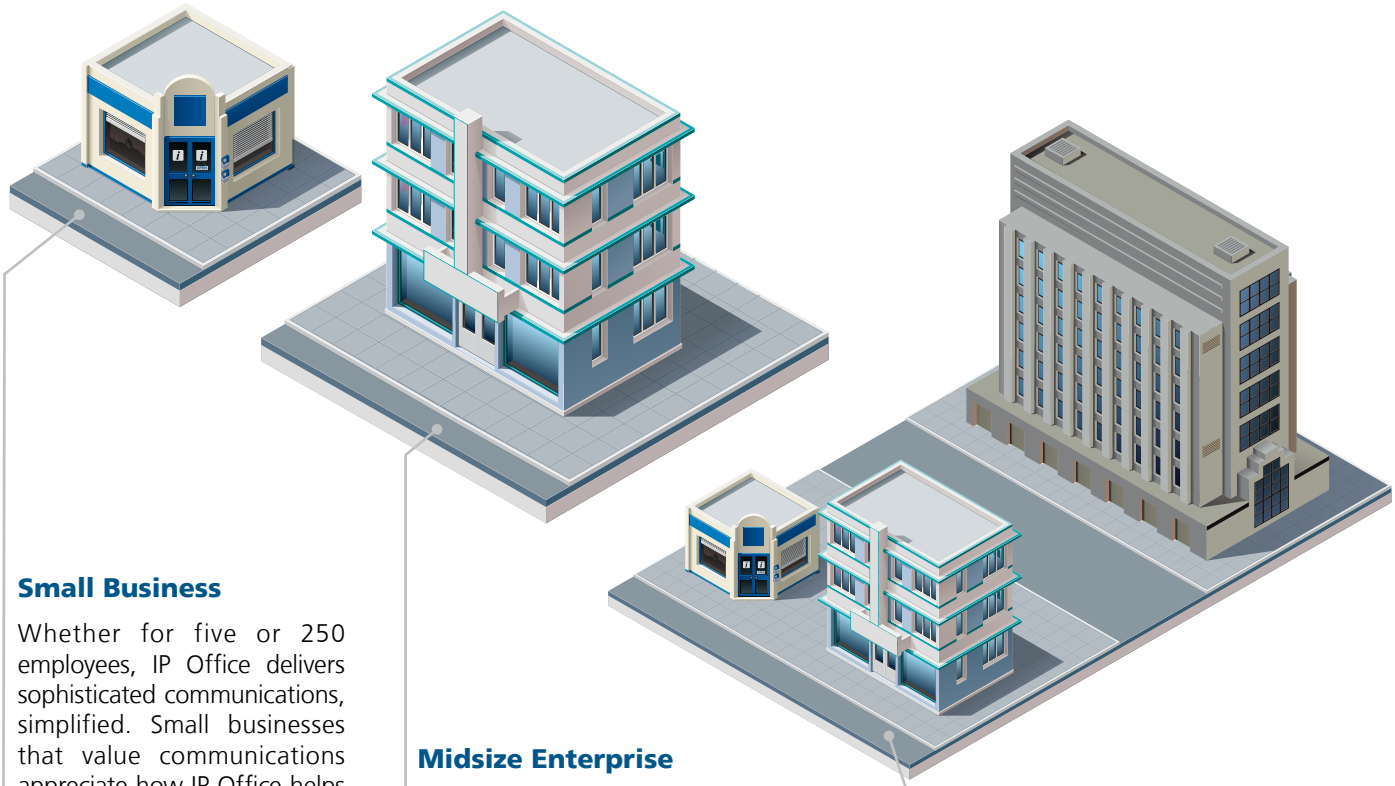
convergence.westcon.com

Small & Medium Enterprise Communications

SMEs want simplified Unified Communications (UC) that will enable them to be competitive and serve their customers better but with capabilities implemented in a solution that is flexible & scalable. The growing adoption of flexible working is driving the requirement for SMEs to support 'bring your own device' (BOYD) strategies. However, to fit in with SME budgets and cost restraints, UC solutions must have minimal administrative & training requirements and be easy to deploy to any user across the network.

Communication and collaboration are vital elements of business strategy. As the working world transforms and evolves, it is imperative that collaborative technologies and methods keep up with the times. With Avaya, SMEs have a complete solution that brings together all the elements of unified communication and collaboration including telephony, mobility, networking, security and services. Avaya IP Office provides SMEs with the flexibility and scalability to grow as business needs change; providing investment protection and competitive advantage for now and in the future.

IP Office – a flexible and feature rich UC solution ideal for small to midsize businesses



Small Business

Whether for five or 250 employees, IP Office delivers sophisticated communications, simplified. Small businesses that value communications appreciate how IP Office helps enhance productivity in a solution that's right for your budget and resources.

Midsize Enterprise

With its ability to scale to 1,000 users at a single site (or across as many as 32 locations), IP Office is ideally suited to the midsize enterprise that wants powerful, business-impacting communications. IP Office is an industry leader in low total cost of ownership and unique in its ability to grow in both scale and sophistication.

Branch Offices

Large enterprises with branch offices confront the cost and complexity of keeping everyone communicating. IP Office links seamlessly with Avaya Aura, the award-winning enterprise communications system that powers over 85 percent of the Fortune 500.

Key Business Benefits

Be productive regardless of location

Users can work anytime and anywhere; from home, on the road, from a hotel room or abroad, and still have access to all the features that would be available from the office desk.

Connect the workforce

Multiple systems can be networked together, providing VoIP benefits such as free inter-site calls, seamless feature integration, virtual agents and centralised voicemail, operator and management functionality.

Enhance the customer experience

Every missed call is a missed opportunity. IP Office provides messaging and customer interaction solutions to ensure calls are never missed.

Reduce costs

IP Office can significantly help lower costs with SIP trunk support, sophisticated conferencing options, advanced mobility solutions and customer service tools.

A More Flexible Workforce

Your tablet, your business phone

Now you can make and receive business calls right from your Apple iPad device. Check colleagues' presence and instant message (IM) to stay connected.

Enhanced desktop communications

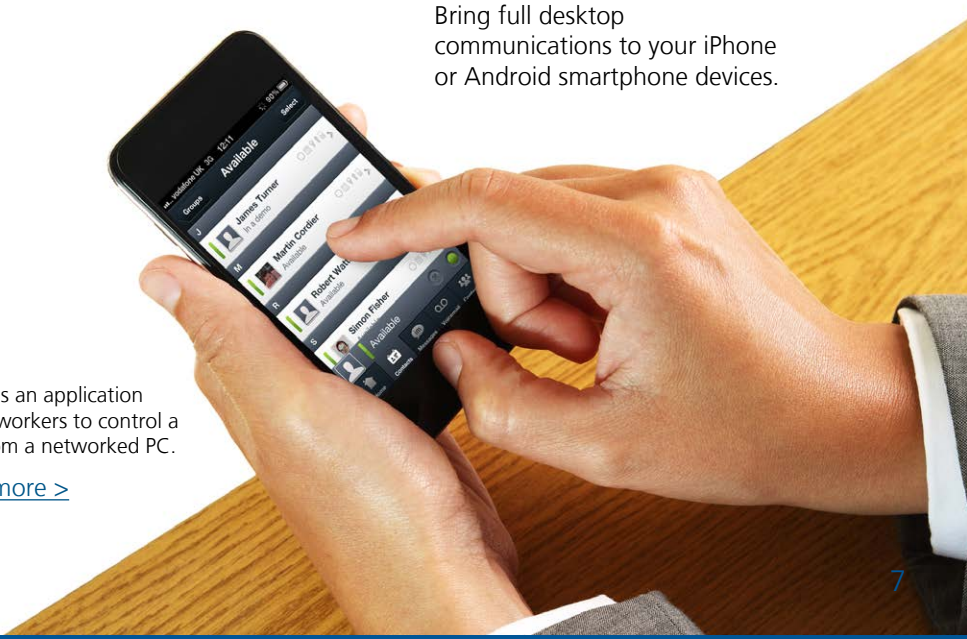
Streamline communications – in the office or at home. Click to dial, see who's available with Presence, sync your calendar and more. Communications-enable desktop apps like Microsoft Outlook or Salesforce.com.

Video conferencing

Add video and with just a few clicks you'll be collaborating in a way that's proven to enhance productivity.

Flexible mobility

Bring full desktop communications to your iPhone or Android smartphone devices.



one-X Mobile provides businesses with the tools to implement a productive and seamless mobile workforce.

Read more >

one-X Portal is an application that enables workers to control a telephone from a networked PC.

Read more >

Avaya Flare Experience is a next-generation collaborative application.

Read more >

Be Productive Anywhere

Set up, manage conference

calls from your smartphone. Take full control of conference calls. Tap to add, mute or disconnect callers to manage conferences as easily as if you were at your desk.

Your company directory in the palm of your hand.

Bring your company directory everywhere for instant access to all your contacts. Call, email, IM and check presence for more meaningful collaboration.

Prioritise messages.

Get all business voice and email messages on your smartphone. With IP Office's visual voice mail, you can prioritise messages and respond to the most important ones first.

Take your phone extension with you.

Calls to your office ring on any designated device, so you never miss a call. Log on to any IP desk phone in your network and it becomes your phone; get calls, messages, speed dials and more.

Use Presence to find and reach the right people.

Tap your smartphone to let everyone know you're available, on the phone, or in a meeting. Automatically get notified when colleagues' Presence status changes for speedier collaboration.

Map and track mobile workers.

Need to get a service tech to a client quickly? With geo-presence, you can track the location of sales or service people right from your smartphone.

IP Office Server Edition

Delivering competitive advantage for mid-market organisations

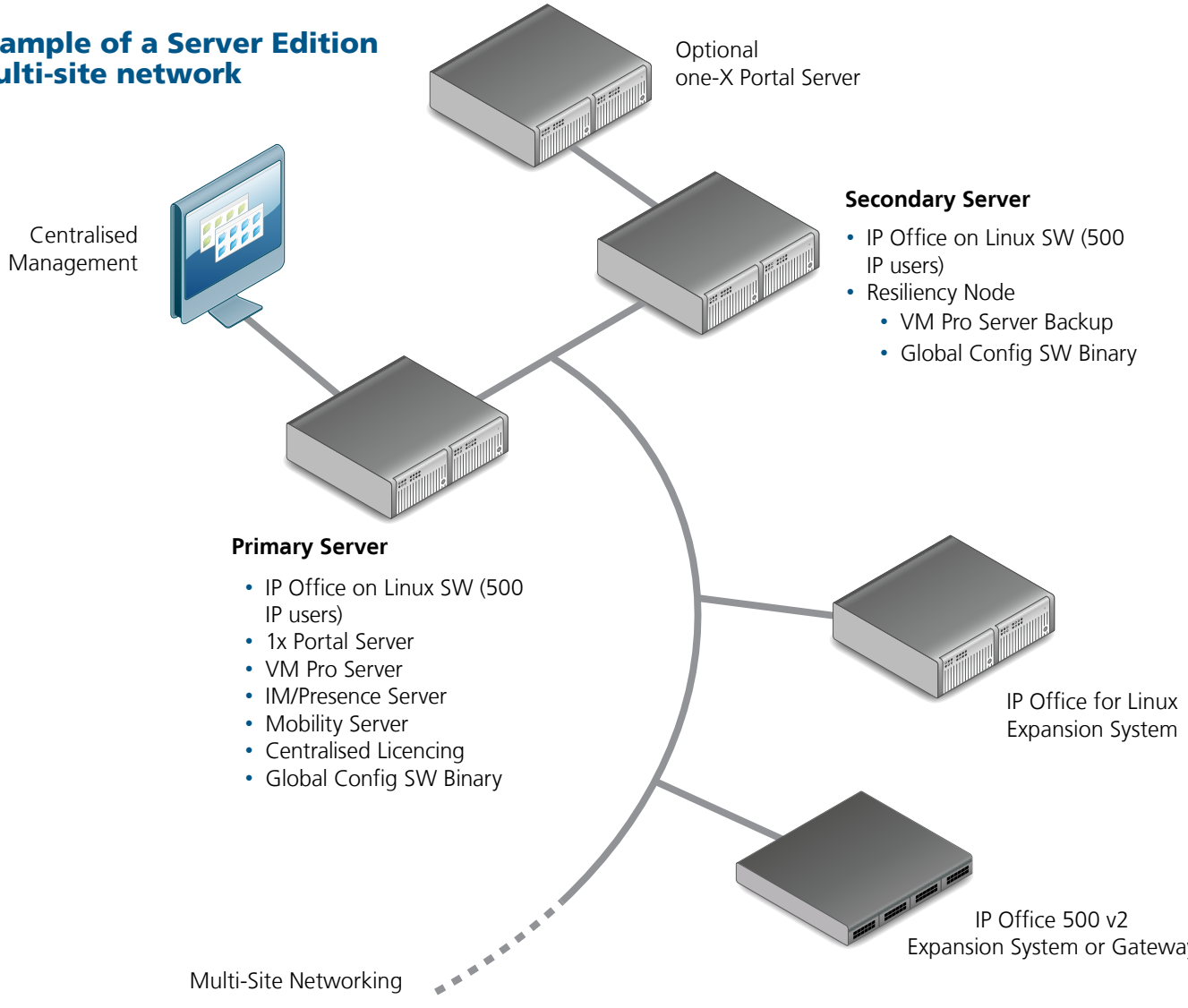
Mid-market organisations face different challenges and have different needs than large enterprises. With similar needs to SMBs, mid-market organisations are expected to perform as well as larger competitors, providing high-level service and productivity but with less resource and reduced budgets – essentially, *doing more with less*.

The products and technologies that mid-market organisations invest in must provide solid and significant value in helping to fulfil business needs and overcome business problems; *business issues drive the technology purchase*.

Adoption of Unified Communication (UC) technologies can help organisations of all sizes but there are specific ways in which they benefit the mid-market – in terms of both the business and individual worker needs.

- **Reduce Travel and Costs**: travel and associated costs can be greatly reduced by using conferencing and collaboration technologies rather than having face-to-face meetings. This also enables workers to be more productive by connecting to colleagues, customers and suppliers regardless of location.
- **Increase Workflow Efficiency**: collaboration tools enable workers to be more effective when they are built into the desktop and mobile device environment. For example, workers can initiate an IM conversation from the desk or mobile device and escalate to a voice call and an audio conference by bringing other people into the conversation.
- **Improve Team Effectiveness**: with UC solutions, workers can collaborate more efficiently and effectively to improve business productivity and drive revenue opportunities. By using technologies such as audio / video conferencing, IM with presence and mobility applications, workers can dynamically function in virtual teams while still delivering significant benefits at the same time as driving down costs.

Example of a Server Edition multi-site network



What is IP Office Server Edition?

IP Office Server Edition has been specifically designed to address up-to a 1000 users on a single site or 1000 users across 32 locations. This scale increase is delivered on a Linux server as opposed to the IP Office 500v2 platform. However, the IP Office software running on both the Linux server and IP Office 500v2 is identical and hence the feature set delivered by the two components are very similar (see technical specifications) and can co-exist as part of a single solution. This provides investment protection for organisations which have deployed IP Office 500v2 today but have requirements for future growth and expansion.

IP Office Server Edition constitutes three key components to address the mid-market:

1. IP Office software running on a Linux server (required)
2. IP Office software running on the IP500v2 (optional)
3. IP Office Server Edition license (required for each system)

Increasingly, organisations have started adopting a pure IP model with SIP trunks. However, many companies still prefer a hybrid solution with a mix of analogue, digital and IP stations as well as TDM trunk options.

IP Office has been designed to deliver solutions regardless of the needs of the organisation. The flexibility and choices of deployment options make the IP Office solution a very versatile solution, helping organisations across a wide range of industries deliver competitive advantage.

There are 2 deployment scenarios for IP Office.

1. Server Edition with pure IP deployment:

a. All IP phones with SIP trunks everywhere.
b. Use Avaya sourced server for Applications, IP phones and SIP trunks.

2. Server Edition with hybrid deployment:

a. A mix of analogue, digital or IP phones everywhere.
b. Use Avaya sourced server for applications, IP phones and SIP trunks.
c. Use IP Office 500v2 for TDM stations and trunks

For technical specifications, see "Table 13: Differences Between IP Office Server Edition and IP Office Preferred/Advanced Edition" on page 76

The Primary Server running the IP Office Server Edition Linux software is the main and the only mandatory component required for the IP Office mid-market solution. A secondary Linux server can be added for additional scalability and/or resiliency. The IP Office 500v2 expansion system can also be added for additional scalability or for adding support for analogue/digital stations and trunk ports.

Key Benefits

Centralised Management:
IP Office Server Edition can be centrally managed via a web-based GUI. This intuitive interface improves the management and control of IP Office Server Edition multi-site deployments; providing controls such as back-up and restore, software upgrades, inventory management and more. The web control GUI also acts as a central repository for other management tools including the IP Office manager, VMPro manager and one-X Portal manager, SSA, system monitor as well as security and password and inventory management.

Centralised Licensing:
IP Office Server Edition supports centralised licensing which enables the management of user and system licenses from the primary server. This helps to simplify 'adds, moves and changes' as well as providing lower TCO associated with ongoing maintenance & management.

Resiliency:
IP Office Server Edition provides resiliency options to ensure business continuity. Resiliency can be delivered either via a redundant server or via a primary or secondary server in a networked environment. The three main areas of resiliency are; hardware, user / application and trunk resiliency.

IP Office 500

Avaya IP Office is a modular communications solution that scales from 2 to 384 extensions. It provides a hybrid mix of analogue, digital, IP and SIP support; all modes can be used concurrently. IP Office has data capabilities built-in, providing IP routing, switching and firewall protection between LAN and WAN. To enhance business performance and competitiveness, a wide range of software applications are available that deliver benefits to various worker profiles across multiple industries.

Dimensions (HxWxD): 7.3cm (2.9in) x 44.5cm (17.5in) x 36.5cm (14.4in). Weight: 3.2kg (7lb)

- A wide range of phones are supported (analogue, digital, IP & SIP)
- Support for up to 12 expansion modules
- Support for up to 240 lines
- Up to 148 voice compression channels
- Up to 40 channels of voicemail (Preferred Edition required)
- Multi-site networking up to 1000 users across 32 systems
- Audio and video conferencing options
- Call centre solution

IP Office SD Card

The SD Card is an integral component of every IP Office system and is required to enable system software, configuration details and activate license keys. The SD Card also provides a cost effective messaging solution with 2 ports enabled by default and scalable to 6 ports via license key activation.

The SD Card provides the following functions:

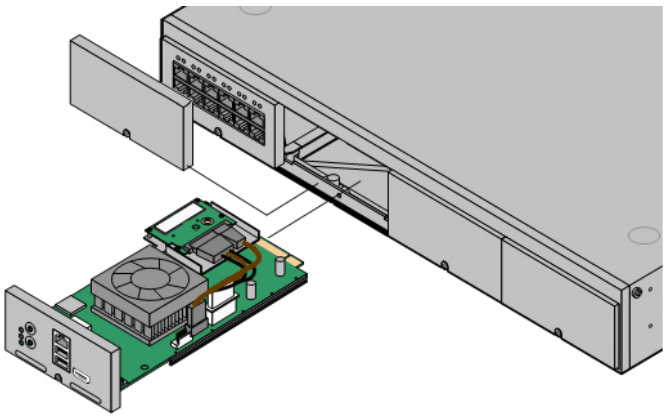
- System software
- System configuration
- License key activation
- System Status Application
- Basic Edition (2 port embedded voicemail that can be scaled to 6 ports)

An optional SD Card can also be used to provide backup to the primary SD Card to ensure business continuity. The optional card can be a standard 'off the shelf' class 4 SD card.

C110 Unified Communications (UC) Module

The C110 UC Module is an integrated CPU running Linux and comes pre-loaded with Preferred Edition and one-X Portal software image. By removing the need for an external server and Microsoft server licenses, the speed and cost to deploy IP Office is significantly reduced.

- One C110 UC Module per IP Office 500v2 system
- Single IP address for IP Office 500v2 system and C110 UC Module
- Includes Preferred Edition with 4 voicemail ports
- Supports the addition of User licenses
- TTS, MAPI Email and UMS Exchange Integration are supported



C110 UC Module Specifications:

- Intel ATOM Processor (1.3 or 1.6Ghz CPU); 2GB DDR
- 16/32 GB flash-drive (16GB internal, additional via 32GB external micro SD card)

IP Office External Applications Server

The IP Office External Applications Server supports deployments where the Unified Communications Module does not provide the scalability required. The external solution is based on an HP ProLiant DL120 G7 server and runs Linux; simplifying the server standardisation, minimising installation time for IP Office applications and reducing the Total Cost of Ownership (TCO).

Technical Specifications

- CPU: 3.1GHz Xeon E3-1220
- RAM: 12GB
- Raid: On-board SATA
- Optical Drive: DVD +/-RW, SATA, internal
- Rack Mountable: 1U
- Linux OS and IP Office Applications software images are pre-loaded

Capacity

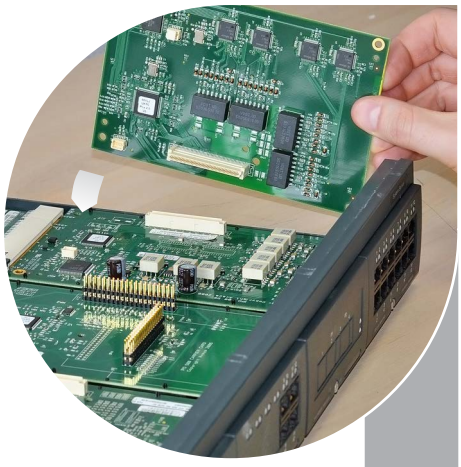
- Up to 40 ports of Preferred Edition
- Up to 1000 mailbox/users in a multi-site SCN up to 32 systems
- Up to 250 Avaya one-X Portal for IP Office users (Power User, Tele-Worker, Office Worker and Mobile Worker)

Please note: Preferred Edition and Worker licenses are sold separately.

IP Office Trunk Cards

IP Office trunk cards provide connectivity to ISDN and analogue circuits. Each trunk card installs onto an IP Office base card. Therefore, when designing a solution, the number of base cards verses the number of trunk (daughter) cards must be considered.

Item	Description
ATM4 Analogue Line Connectivity	Provides connectivity for 4 analogue lines
BRI 4 ISDN2e Trunk Card	Provides connectivity for 2 ISDN2e circuits (4 channels)
BRI 8 ISDN2e Trunk Card	Provides connectivity for 4 ISDN2e circuits (8 channels)
IP500 PRI 30 E1 Trunk Card	Provides connectivity for up to 30 PRI channels. Note: only 8 circuits are enabled by default. PRI E1 licence is required to increase the number of channel
IP500 PRI 60 E1 Trunk Card	Provides connectivity for up to 60 PRI channels. Note: only 16 circuits are enabled by default. PRI E1 licence is required to increase the number of channels
IP500 BRI S0 Converter Cable	Required to convert BRI to an S08 for ISDN to the desk



IP Office Trunk and Endpoint Licensing

IP Office SIP and IP endpoints must be enabled via a license key. Additional PRI channels are also available to increase trunk capacity.

Trunk Licensing

The following licences are required to increase the number of PRI channels:

- IP500 E1 Additional 2 Channels
- IP500 E1 Additional 8 Channels
- IP500 E1 Additional 22 Channels

The following licenses are required for SIP trunks:

- SIP Trunks x 1
- SIP Trunks x 5
- SIP Trunks x 10
- SIP Trunks x 20

Endpoint Licensing

An IP Avaya IP Phone licence is required to enable each Avaya IP endpoint including 5600, 1600 and 9600 IP phones as well as 3600 and 3700 wireless phones:

- Avaya IP Phone x 1
- Avaya IP Phones x 5
- Avaya IP Phones x 20

Note: 12 x IP Phones are enabled with a VCM32 and VCM64 card with IP Office R6.

An SIP Endpoint license is required to enable each 3rd Party SIP endpoint:

- SIP Endpoint x 1
- SIP Endpoint x 5
- SIP Endpoint x 10
- SIP Endpoint x 20
- SIP Endpoint x 50

IP Office Base Cards

The IP Office base unit will support a mixed configuration of up to 4 x base cards. Each base card (excluding the 4 Port Expansion Card) can support a daughter cards for additional capacity and functionality. For example, a BRI 8 daughter card will fit onto a DS 8 port card. This makes the IP Office highly flexible and scalable for many different customer requirements.

IP500 4 Port Expansion Card

Provides connection for an additional 4 external expansion modules. This card must be installed into slot 4 of the IP500 system and cannot be used to connect a daughter card

Digital Station (DS) 8 Card

Provides 8 digital station extension ports. A maximum of 3 DS8 cards are supported per IP500 system

Phone 2 Card

Provides 2 analogue extension ports. A maximum of 4 Phone 2 cards are supported per IP500 system

Phone 8 Card

Provides 8 analogue extension ports. A maximum of 4 Phone 8 cards are supported per IP500 system

Voice Compression Module (VCM) 32

The VCM32 provides 32 voice compression channels (all channels enabled and embedded with 12 x IP Phone users with IP Office R6)

Voice Compression Module (VCM) 64

The VCM64 provides 64 voice compression channels (all channels enabled and embedded with 12 x IP Phone licenses with IP Office R6)

Legacy Carrier Card

This module provides support for the following legacy IP400 cards:

- Single ISDN30/E1
- Dual ISDN30/E1
- VCM 4, 8, 16, 24, 30
- 4 Port Analogue Trunk Expansion
- BRI 8

Up to 2 Legacy Carrier Cards are supported in an IP500 base unit

IP Office Combination Cards

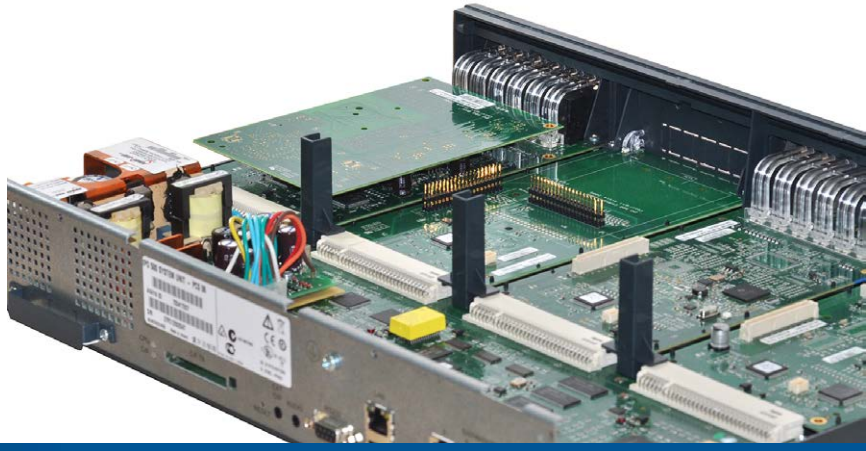
IP Office supports two variants of Combination Card. These Combination Cards provide a mix of digital phone, analogue phone and trunk connections as well as voice compression modules in a single base card. The Combination Card is available in two options; ATM4 or BRI4. The Combination Card does not support additional daughter cards and a maximum of two Combination Cards are supported on an IP Office 500.

Combination Card ATM4

- 6 x digital phone ports
- 2 x analogue phone ports
- 4 x analogue trunks
- 10 x VCM channels

Combination Card BRI4

- 6 x digital phone ports
- 2 x analogue phone ports
- 2 x BRI (4 channels)
- 10 x VCM channels



Expansion Modules

Expansion modules can be added to the IP Office base system to increase the overall capacity of the solution. As with the base unit, these expansion modules are fully rack mountable. Up to 8 expansion modules are supported as standard. **IP500**

However, the 4 port expansion card increases capacity to 12 expansion modules. Existing IP Office 400 expansion modules are also supported excluding the WAN3 module.

Phone 16 Module

Provides connectivity for 16 analogue devices

IP500 Phone 30 Module

Provides connectivity for 30 analogue devices

IP500 Analogue 16 Module

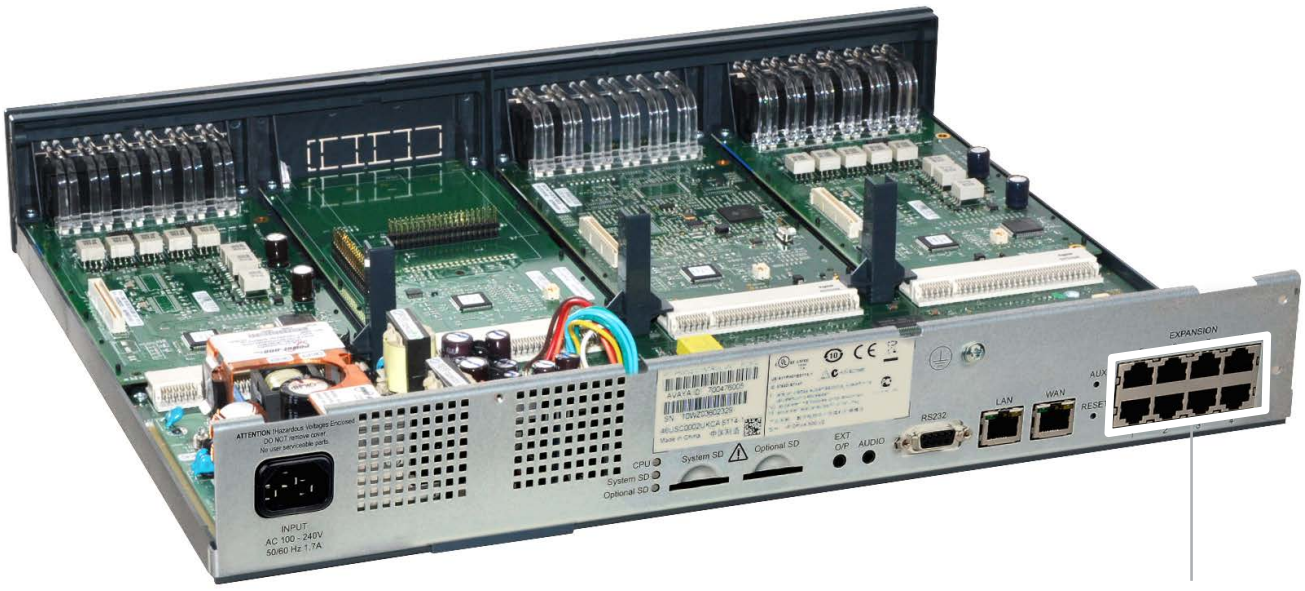
Provides connectivity for 16 analogue circuits

Power Lead

Each expansion module requires a power lead

IP500 Rack Mount Kit

Rack mount kit for IP500 system and expansion modules



Expansion Module ports

Nortel Migration Hardware

Existing Nortel customers can migrate to IP Office and retain a key part of the initial investment – the phones. These IP Office hardware components allow Nortel digital phones to work on IP Office. As the modules provide RJ21 connectivity there is no need for re-cabling when migrating to IP Office; reducing the time and cost required to deploy IP Office into Nortel sites.

IP500 TCM-8 Card

Internal card provide 8 digital ports for Nortel phones

IP500 DS16A

Provides RJ21 connectivity for 16 digital Nortel phones

IP500 DS30A

Provides RJ21 connectivity for 30 digital Nortel phones

Note: These modules do not support Avaya digital phones. However, the Avaya modules can be used in conjunction with the Nortel modules.

Avaya IP Office 500 supports a range of Nortel phones:

- **IP Phones**: 1120E, 1140E, 1220, 1230, and the 12 key Expansion Module
- **Digital Phones (T Series)**: T7000, T7100, T7208, T7316, T7316e and the T24 Expansion Module
- **Digital Phones (M Series)**: M7000, M7100, M7208, M7310, M7324
- **Digital Mobility 1.8 GHz** : 4135, 4145, 4145EX, 4136, 4146, 4146EX
- **Wireless Phone**: T7406E

Avaya IP Office 500 is the only solution that provides such a compelling migration proposition. No other competitive vendor solution provides this level of investment protection with future proof technology.

Click to view Nortel Migration video on our YouTube channel

IP Terminals 1600 Series

The 1600 series IP terminals are a family of cost-effective IP telephones that deliver familiar features at an attractive price point for the customer with less complex communications needs.

Key Benefits

- IP telephones for the value-oriented customer
- Straightforward, familiar access to common telephony features
- Cost effective, competitive price point
- Quality and reliability that you expect from Avaya

1603SW

For use in common areas in offices, lobbies or drop-in desks and meets the basic telephony needs of everyday users.

- 3 line appearance/feature keys with dual LEDs for clear status indication to the user.
- Several fixed feature keys for common tasks.
- 2-way speakerphone.
- Backlit display for easier viewing in all lighting conditions.
- Adaptor required for PoE.

1608

For users such as office workers and sales staff who typically rely on several forms of communication, such as voice and email.

- 8 line appearance/feature keys with dual LEDs for clear status indication to the user.
- Several fixed feature keys for common tasks.
- Full-duplex speakerphone.
- Integrated headset jack.
- 3-line, backlit display.
- PoE supported.

1616

For users such as receptionists and secretaries who answer inbound calls, transfer calls to different departments or colleagues and monitor several line appearances during a typical day.

- 16 line/feature keys with dual LEDs for clear status indication to the user.
- Several fixed feature keys for common tasks.
- Full-duplex speakerphone.
- Integrated headset jack.
- Adjustable, 4-line, backlit display.
- PoE supported.

32 button module available >

Please refer to the Technical Specifications section for more detailed product information.

IP Terminals 9600 Series

The 9600 Series is the next generation of IP terminals delivering a new and unique communications experience to drive increased productivity. Terminals can be customised with a range of standard coloured or custom faceplates (custom faceplates commissioned in consultation with Avaya).

9608

- Backlit grey-scale 97mm display.
- Full duplex speaker phone.
- 8 x programmable feature buttons
- Fixed feature buttons: Phone, Messages, History, Avaya Menu, Home, Headset, Speaker, Volume and Mute.
- 4 x contextual soft keys
- Navigation Cluster
- 10/100 Ethernet
- Dual position stand
- Message Waiting Indicator (MWI)
- Support for button module (up to 3 – BM12 and/or SBM24)
- PoE Class 1 (2)
- Multiple language support.

9611G

- Backlit full colour 97mm display.
- Full duplex speaker phone.
- 8 x programmable feature buttons
- Fixed feature buttons: Phone, Messages, History, Home, Avaya Menu, Headset, Speaker, Volume and Mute.
- 4 x contextual soft keys
- Navigation Cluster
- Dual position stand
- 10/100/1000 Ethernet (with secondary port)
- Message Waiting Indicator (MWI)
- Support for button module (up to 3 – BM12 and/or SBM24)
- PoE Class 1 (2)
- USB port
- Multiple language support.

9621G

- Backlit full colour 109mm touchscreen display (adjustable display angle).
- Full duplex wideband speaker phone.
- 4 x Soft keys
- Four-way navigation Cluster
- Dual position stand
- 10/100/1000 Ethernet (with secondary port)
- Message Waiting Indicator (MWI)
- Support for button module (Up to 3 – BM12 and/or SBM24)
- PoE Class 2
- USB port
- Multiple language support.

9641G

- Backlit full colour 119mm touchscreen display (adjustable display angle).
- Full duplex wideband speaker phone.
- Hearing aid compatible.
- Dual position stand.
- Wall mountable.
- Fixed feature buttons: Phone, Messages, Contacts, History, Home, Forwarding, Headset, Speaker, Volume, Mute
- 10/100/1000 Ethernet (with secondary port).
- PoE Class 2
- Headset and USB interfaces.
- H.323 or SIP.
- Multiple language support.
- Supported on CMX or greater.
- USB Port
- Bluetooth enabled
- Message Waiting Indicator (MWI)
- Support for button module (Up to 3 – BM12 and/or SBM24)

Digital Terminals 1400 Series

The 1400 series digital terminals are a family of cost-effective digital telephones that deliver familiar features at an attractive price point for the customer with less complex communications needs.

Key Benefits

- Digital telephones for the value-oriented customer
- Straightforward, familiar access to common telephony features
- Cost effective, competitive price point
- Quality and reliability that you expect from Avaya

1403

For use in common areas in offices, lobbies or drop-in desks and meets the basic telephony needs of everyday users.

- 3 line appearance/feature keys with dual LEDs for clear status indication to the user.
- Several fixed feature keys for common tasks.
- Two way speakerphone.
- Backlit display for easier viewing in all lighting conditions.

1408

For users such as office workers and sales staff who typically rely on several forms of communication, such as voice and email.

- 8 line appearance/feature keys with dual LEDs for clear status indication to the user.
- Several fixed feature keys for common tasks.
- Two way speakerphone.
- Integrated headset jack.
- 3-line, backlit display.

1416

For users such as receptionists and secretaries who answer inbound calls, transfer calls to different departments or colleagues and monitor several line appearances during a typical day.

- 16 line/feature keys with dual LEDs for clear status indication to the user
- Several fixed feature keys for common tasks.
- Two way speakerphone.
- Integrated headset jack.
- Adjustable, 4-line, backlit display.

32 button module available >

Please refer to the Technical Specifications section for more detailed product information.

Digital Terminals 9500 Series

The 9500 Series consists of two digital phones; the 9504 and the 9508. These phones combine a traditional user experience with a sleek, innovation design - providing productivity gains for the 'everyday' user.

9504

For use in common areas in offices, lobbies or hot-desks and meets the basic telephony needs of everyday users.

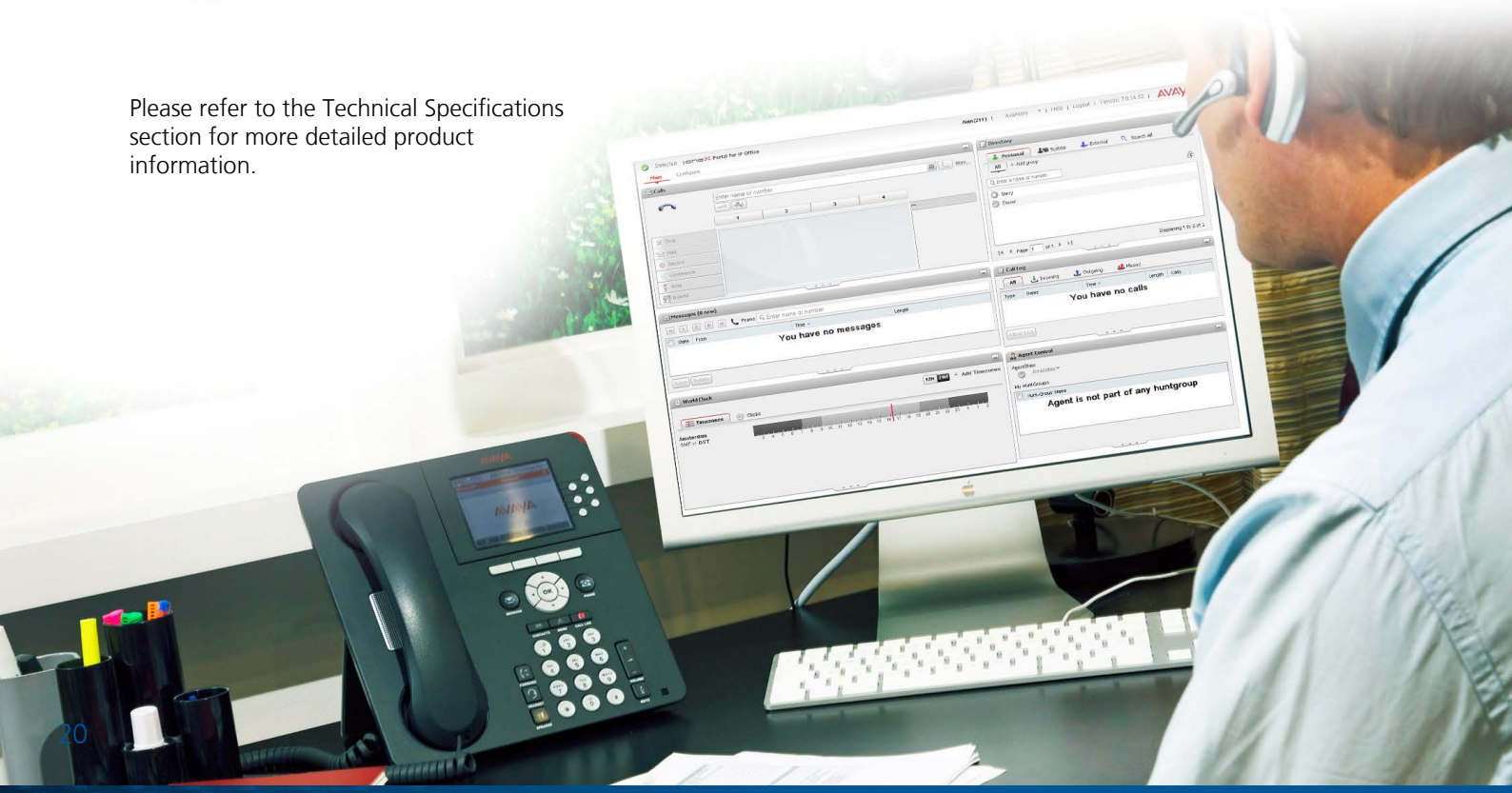
- Line black and white LCD display with backlight
- 4 dual red/green LED buttons
- Scroll to next 2 pages, providing up to 12 programmable buttons
- 4 interactive soft-key buttons
- Two-way speakerphone

9508

For users such as receptionists and secretaries who answer inbound calls, transfer calls to different departments or colleagues and monitor several line appearances during a typical day.

- 3.8 inch black and white LCD Display (181*120) with backlight
- Dual red/green LED buttons
- Scroll to next 2 pages, providing up to 24 programmable buttons
- 4 interactive soft-key buttons
- Up to three 12-button expansion modules
- Digital phone with DSP: Full duplex speakerphone

Please refer to the Technical Specifications section for more detailed product information.



Analogue Terminals

INTERQUARTZ®

Analogue terminals deliver a high degree of functionality as well as providing a lower cost alternative to system specific terminals.

Analogue terminals are particularly appropriate when using applications with Computer Telephony Integration (CTI) for a high proportion of call control. Uniquely, analogue terminals are compatible with caller display functionality and can display the terminal number of the calling party if available. Simple programming of IP Office can convert the numeric display into the company name associated with that number.

The 9330AV and 9335AV handsets are officially supported for use on Avaya IP Office equipment, available with or without the Avaya logo ready for personalised branding.

Avaya Gemini Basic – 9330AV

Offers incredible value for money without compromising on quality. Its stylish new design and rugged build quality make it a popular choice for those with a limited budget.

Dedicated IP Office message waiting indicator

- Locking mute button with LED indicator

- Last number redial
- Recall button
- Ring volume adjust
- Ringing indicator light
- Wall mountable – no additional bracket required
- Hearing aid compatibility
- 6 year warranty

Interquartz Gemini Speakerphone – 9333

This Gemini model has all of the same features as the 9330, but has the addition of speakerphone facility plus 10 non- volatile memories.

Features as the 9930 plus:

- Full hands-free operation
- Triple standard message waiting (high voltage, reverse polarity and voltage drop)

Avaya Gemini CLI – 9335AV

Offers a whole host of benefits to business users and home-workers. Features include caller ID, handsfree and headset compatibility.

Features as the 9333 plus:

- Display
- 10 programmable keys

Interquartz Door Entry System

The Interquartz ID Door Phone provides connection via an analogue extension port. Configuration of the Door Phone can be via a free Windows software package or remotely utilising DTMF. In addition to the simplicity of programming and installation, the ID Door Phone is feature-packed, making it the perfect choice for a whole host of applications.

- Slim design just 16mm deep
- PC configuration via USB connection*
- Remote configuration via DTMF
- 1, 2 and 4 button models
- Combination lock control
- Day / night mode
- Strong aluminium casing
- Relay lock control**
- Backlit inlay cards**
- Internal heating system**

*USB cable available separately

**Requires power supply

DECT R4

IP DECT delivers secure, high-quality wireless voice communications to mobile employees within a building or across a campus.

Consisting of lightweight wireless handsets (portable parts) and associated radio base stations (radio fixed parts), Avaya IP DECT solutions use tried and true standards-based technology that scales to support a large number of users and is particularly useful for those needing high-quality wireless voice communications while keeping voice and data on separate enterprise wireless networks.

Key Benefits:

- **Increased productivity:** Allows employees to be more accessible and productive whilst on the move.
- **Scalability:** Customers can be confident that there solution will grow with their business.

3720 DECT R4 Terminal

- Black and white display
- Half-duplex speaker phone
- Graphical user interface
- 4-way navigation key
- 2.5mm headset connection
- 5 in-built UI languages:
  *English, German, French, Spanish, Russian (Other languages can be downloaded)
- Talk time: 16 hours
- Standby time: 180 hours
- Charge time: Less than 4 hours

3725 DECT R4 Terminal

- Full colour display
- Half-duplex speaker phone
- Graphical user interface
- 5-way navigation key
- Bluetooth headset compatible
- Liquid & dust protected
- Multi-function button
- Text message support (Requires AIWS server)
- 19 in-built UI languages
  *English, German, Czech, Norwegian, Portuguese, Danish, Dutch, Finnish, Spanish, Swedish, Polish, Greek, Hungarian, Brazilian Portuguese, Slovakian, Turkish, Russian
- Talk time: 20 hours (13 with Bluetooth headset*)
- Standby time: 120 hours

3740 Industrial DECT R4 Terminal

- Same feature set as 3720
- Rugged build: Shockproof certification IEC60068-2-32 (procedure 1 from 2 metres)
- Operating temperature: -10°C to +55°C
- Liquid and dust protected (IP65)

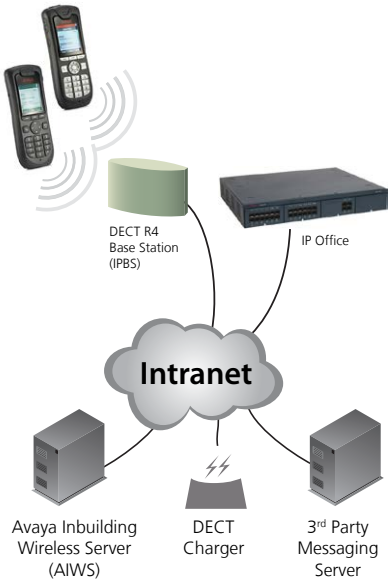
3749 DECT R4 Terminal

- Same feature set as 3740
- Colour display with backlight and icons
- Bluetooth support for headsets
- Intrinsically safe: ATEX and IECEX for:
  - Gas: II 2G Eex ib IIC T4
  - Dust: II 3D Ex ibD 22

DECT R4 Capacities

Feature	DECT R4
Maximum Handsets	120
Max Base Stations if Master Server is on a standard RBS	32
Max Base Stations if Master Server is on a Compact RBS	5
Total Base Stations/Compact Base Stations	32
Total number of Compact Base Stations	5
Maximum simultaneous calls	100*

*May be limited by the available VCM voice compression channels for calls to non-IP destinations. DECT R4 on IP Office does not support Redundancy option.



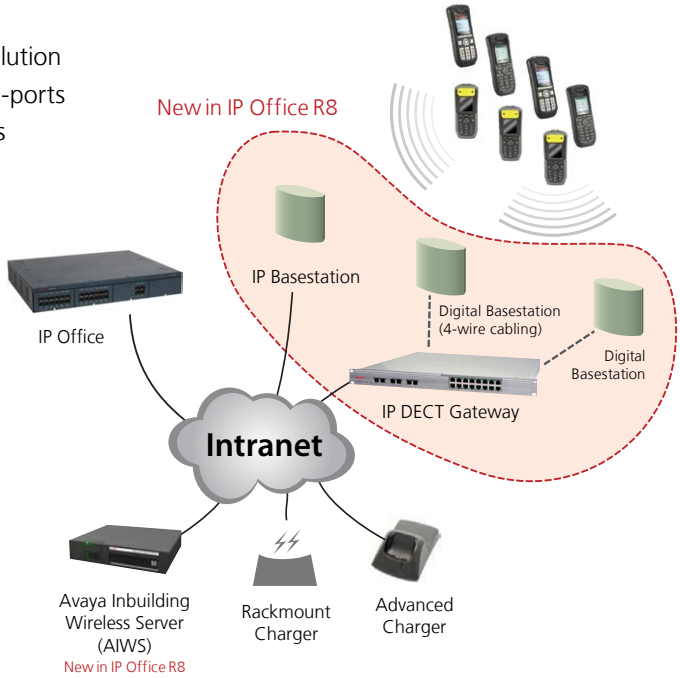
IP DECT Gateway

The IP DECT Gateway extends the DECT R4 solution to digital DECT base stations. This enables digital DECT base stations to act as additional radios that belong to an IP Office DECT R4 deployment.

DECT R4 IP base stations and digital base stations use the same housing and therefore, the same mounting options can be used.

Key features of the IP DECT Gateway:

- Up to 16 digital base stations can be connected to an IP DECT Gateway
- Up to 2 IP DECT Gateways are supported per IP Office
- Seamless roaming and handover
- Supports the same DECT phones as the IP DECT R4 solution
- Remote power feeding of digital base stations via UPN-ports
- Over-the-air synchronisation master for IP base stations
- Provision of the same AWIS functions as with a pure IP DECT R4 deployment



Avaya In-Building Wireless Server 2 (AIWS2)

The Avaya AIWS2 is a new application server module for DECT R4 solution to run applications such as messaging, central phonebook, LDAP directory access, centralised device management and OAP interface provision. Several variants of the server are available and all servers come fully installed and pre-loaded with licenses.

	Basic	Basic+	Standard	OAP
NTP Server (IP Office can also act as NTP Server)	✓	✓	✓	✓
Access to Central Phonebook	✓	✓	✓	✓
Access to Corporate Directories (LDAP on CM/TFTP on IPO) (from Release 6, central IP Office phonebook is also supported directly on the Master RBS)	✓ (only IPO)	✓ (only IPO)	✓ (only IPO)	
SMS Handset to Handset	✓	✓	✓	✓
Basic Web Messaging	✓	✓	✓	✓
Netpage Web Messaging			✓	
Software Download Over-The-Air		✓ (up to 32 handsets)	✓ (up to 120 handsets)	
Software Download Via Advanced/Rack Charger		✓ (up to 32 handsets)	✓ (up to 120 handsets)	
Centralised Handset Configuration Over-The-Air		✓ (up to 32 handsets)	✓ (up to 120 handsets)	
Centralised Handset Configuration via Advanced/Rack Charger		✓ (up to 32 handsets)	✓ (up to 120 handsets)	
Virtual SIM Card		✓ (up to 32 handsets)	✓ (up to 120 handsets)	
AIWS as Protocol Converter				✓ (only OAP)

Wireless IP Telephony

Avaya IP Wireless Terminal solutions transform businesses with improved productivity and responsiveness through state-of-the-art mobile communications.

Avaya IP Wireless Terminal solutions enable communication over hand-held wireless terminals using Avaya Communications System and Wireless LAN infrastructure. There are two primary components required when implementing Avaya IP Wireless Terminal Solutions:

- Avaya Voice Priority Processor (AVPP)
- Avaya 3641 and 3645 IP Wireless Terminals

3641 IP Wireless Terminal

The 3641 has been designed for mission-critical WLAN voice applications. The terminal is secure, reliable, highly durable and features extended battery life.

- Industry-standard 802.11 compatibility
- Backlit display
- 4 hrs talk time, 80 hrs standby
  - Extended Battery: 6 hrs talk time, 80 hrs standby*
  - Ultra-extended Battery: 8 hours talk time, 160 hours standby*
- Dust, shock and liquid damage resistant
- 802.11a/b/g compatible
- Headset jack, speakerphone and vibrate alert
- WPA, WPA2, PSK & WEP wireless security support

3645 IP Wireless Terminal

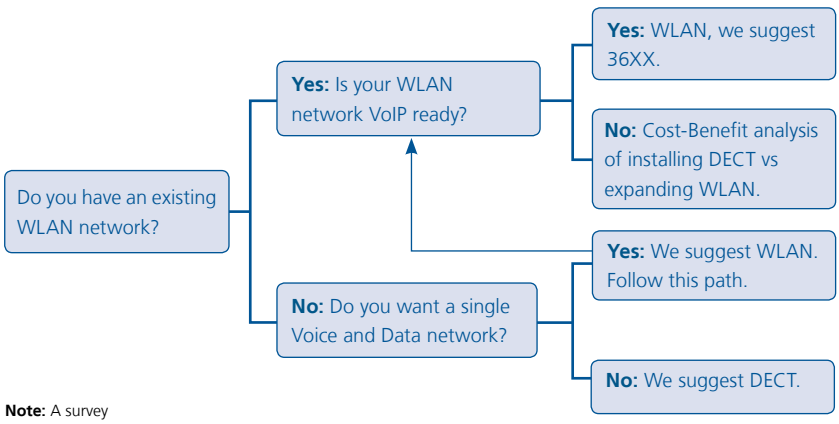
The 3645 has been designed for mission-critical WLAN voice applications. The terminal is secure, reliable, highly durable and features extended battery life.

As per 3641 plus:

- Push-To-Talk
- Larger earpiece to block out background noise

DECT or Wi-Fi

Use this guide to help you decide


Do you have an existing WLAN network?
Yes: Is your WLAN network VoIP ready?
Yes: WLAN, we suggest 36XX.
No: Cost-Benefit analysis of installing DECT vs expanding WLAN.
No: Do you want a single Voice and Data network?
Yes: We suggest WLAN. Follow this path.
No: We suggest DECT.

Note: A survey should be carried out prior to final quote.

What are the benefits of DECT?

- DECT has its own protected frequency band. No interference from other devices.
- Easier to scale and secure.
- Higher voice quality, more robust voice solution.
- Lower-cost installation and handsets.
- Significantly longer standby/talk time.

What are the benefits of WLAN?

- Can use existing data infrastructure.
- Only one network to install and maintain.
- Broader handset choice.
- Push-to-talk available.
- Richer application support.

Avaya Networking Solutions

ERS 2500 Series

The Avaya Ethernet Routing Switch (ERS) 2500 series is a family of cost effective, stackable 10/100BASE-TX Ethernet switching products perfectly suited for branch offices of larger enterprises, or the enterprise edge, requiring a low-cost but feature-rich solution in the wiring closet.

Target:

- Access Switch for branch office or smaller enterprise campus
- Low-intensity convergence deployments
- Standard offering for the SME

Key Features

- Stack up to 8 units supporting 384 10/100 ports and 16 10/100/1000 ports
- Cost effective, high speed, scalable architecture
- Resilient support through features such as Link Aggregation and Multi Link Trunking (MLT)
- Secure network access using 802.1X

ERS 3500 Series

A cost effective, feature rich solution, the Avaya Ethernet Routing Switch (ERS) 3500 series is a family of standalone or stackable 10/100BASE-TX and 10/100/1000BASE-T Ethernet switching products perfectly suited to small to medium sized enterprises.

The ERS 3500 Series offers 6 different switching model variants to suit a wide range of deployment scenarios. Available in both 8 port and 24 port form factors, the 8-port models offer cost-effective GbE connectivity. The 24-port models provide cost effective Fast Ethernet and GbE connectivity.

Target:

- SME
- Branch offices of larger enterprises
- Great convergence ready edge switch used in conjunction with Avaya IP500

Key Features

- Convergence-ready for Unified Communications and more
- Choice of PoE or PoE+ to power devices
- Plug and play for IP phones
- Sophisticated QoS capabilities
- Intelligent stacking
- In-service maintenance and restoration
- Lifetime Warranty

The Ethernet Routing Switch 3500 Series is designed for small and medium enterprises, branch offices, and open environments requiring silent operation. View the video introduction here >

Ethernet Routing Switch 3500

ERS 4500 Series

The Avaya Ethernet Routing Switch (ERS) 4500 Series is a Stackable system providing high-performance, convergence-ready, secure and resilient Ethernet switching connectivity. Available as a range of 11 model variants supporting 10/100 and 10/100/1000 switching, Power-over-Ethernet and 10 Gigabit Ethernet uplink options, the ERS 4500 Series is ideally suited for Enterprise wiring closet and other network edge deployments.

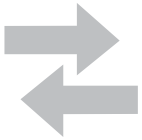
Target:

- Access Switch for mid-to-large Enterprise
- Environments with FE or GbE connectivity at the Edge or both
- Where 10GbE Uplinks will become important

Key Features

- Resilient stacking, distributed trunking and power redundancy
- Reduced power consumption, simplified converged deployments through PoE, advanced QoS and IP Phone port auto-configuration
- Wire-speed performance, high-capacity stacking: 40Gbps per switch and up to 320Gbps per stack, up to 400 ports
- Comprehensive standards-based 802.1X, advanced filtering and Avaya's Identity Engines and Secure Network Access solutions
- FE and GbE in the same stack and 1GbE and 10GbE uplinks

Key Benefits of deploying Avaya UC solutions on an Avaya Networking infrastructure



Plug and Play

ADAC (Auto Detection/Auto Configuration) **automatically configures** VLAN and QoS settings for Avaya handsets. For IP phones to be plug and play, they need four key pieces of information: the voice VLAN ID, the QoS settings to be used, the IP address of the file server and the IP address of the call server. The Avaya switches fully utilises LLDP to provide all four pieces of information.

Five Nines

You wouldn't build a castle on a foundation of sand! So why run your mission critical UC network on a network with only Three Nines resiliency. Avaya Networks can offer **market leading availability** with the support of switch clustering and other key survivable features to help you seamlessly switch in the unlikely event of component failure.

Energy Efficient

Features such as Energy Saver from Avaya allow your PoE ports supporting your IPT deployment to be either **powered off or throttled down** from 1G to 10M. This functionality can be turned-on on a per port basis and triggered during the offices quieter hours.

Capacity

As the explosion of Video and Collaboration applications continues within the Enterprise, the network beneath these applications needs to be able to scale up to deliver these **real-time solutions without delay**. That's why Avaya have designed a network that outperforms its competitors in both wired and wireless deployments.

Reduced TCO

A combination of competitive pricing, lifetime warranty and energy efficiency make the Avaya Edge switch portfolio **40% cheaper to own** than the industry average. Avaya's lifetime warranty includes next business day replacements for the ERS 2500, 4000 and 5000 range.

Always On

Auto unit replacement allows units to be **replaced while the remainder of the stack is operational**. In replacing the unit the stack automatically reconfigures and upgrades the new switch to ensure continuity is provided. This allows your Avaya UC solution to remain operational while the engineer replaces a unit within the stack.

Applications Overview

Avaya IP Office provides big benefits for small and medium size enterprises with a full complement of sophisticated applications such as advanced messaging and personal productivity applications to cutting edge call centre and conferencing solutions. IP Office is a Unified Communications solution that can benefit all businesses and worker types across a variety of industries on a global scale.

Why use applications?

- Worker Productivity
- Reduce Costs
- Employee Morale
- Customer Loyalty
- Enhanced Collaboration
- Revenue Growth
- Business Continuity
- Competitive Advantage

Trial Licenses

Trial licences allow applications to run in fully functional form for 60 days (from the date of licence generation), after which time they cannot be used until upgraded at cost to the full license but can be ordered at any time during the product ownership.

IP Office Editions Overview

Basic Telephony

Basic Edition

- Key System
- Single site only
- Digital/Analog phones only
- Auto-attendant
- 64 party ad hoc only audio conferencing
- Voicemail to email

N/A: User solution, multi-site options

IP Telephony / Essential Mobility

Essential Edition

- IP PBX functionality
- Up to 40 Auto attendants
- One-X Mobile Essential (all users)
- Basic call control on mobile devices
- 128 party ad hoc only audio conferencing
- Up to 2 remote phones/system

Adds Options: Receptionist

UC with Preferred Mobility

Preferred Edition

- Full "Meet me" audio conferencing w/user passwords
- Unlimited multi-level auto attendant
- Scalable, resilient voicemail
- No limit on VPN phones/system (w/ Teleworker)
- Call recording
- Ability to add user solutions – Desktop on mobile device, HD video conferencing, IM/presence, calendar mining, Outlook and Salesforce integration

Adds Options: Power User, Office Worker, Mobile Worker, Tele Worker, Multi-Site

IP Office Mid Market

Server Edition

- Includes all Preferred Edition features plus:
- Supports up to 1,000 users on a single site
- Centralised system management
- Built-in resiliency

Note: Server Edition does not support Advanced Edition

UC with Call Center

Advanced Edition

- Track, measure customer service
- Password protected call recording with search, replay, archiving
- Alarm notifications
- Detailed actionable reports
- Interactive Voice Response (IVR)
- Text To Speech
- Visual Basic Scripting
- PC Wallboard

Adds Options: Agent, Supervisor

IP Office Basic Edition

IP Office Basic Edition is specifically designed to address the needs of small businesses, providing a cost effective and easy to deploy solution.

What is it?

IP Office Basic Edition delivers key system functionality to single site businesses. Enabled via the System SD Card, Basic Edition limits the capacities and capabilities of IP Office while still providing the tools that help businesses achieve a competitive advantage.

Basic Edition Capacity

100 Phones:

- Up to 100 digital phones (if only using Nortel T and M Series phones)
- Up to 98 digital phones (any combination of 1400, 9500, Nortel T and M Series)
- Up to 100 analogue phones

64 Trunks:

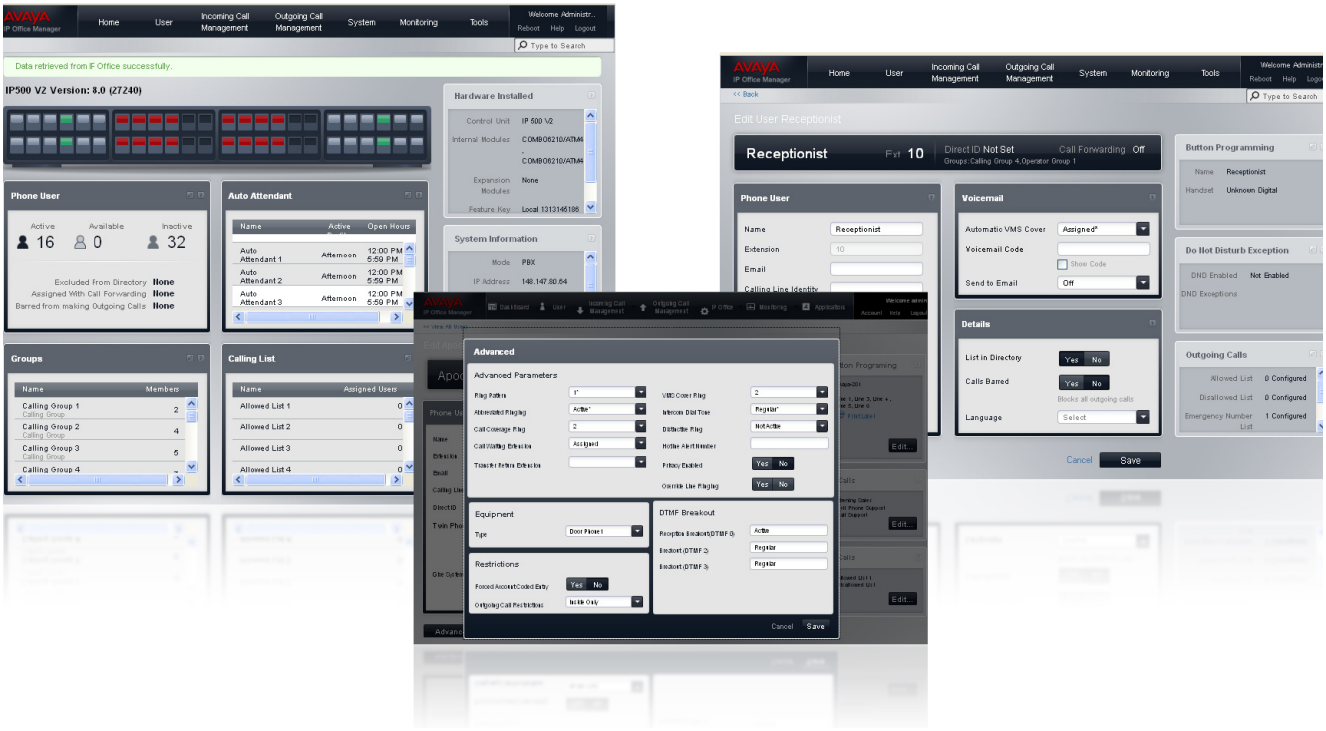
- Up to 32 analogue lines
- 1 PRI E1 (30 channels)
- Up to 12 BRI channels
- Up to 20 SIP trunks

Business Benefits:

- **Server-Free Solution**: voicemail is embedded in the SD card removing the need for an external server
- **Low-Touch Solution**: IP Office Basic Edition requires minimal programming and 'hands-on' support, reducing time and cost of deployment and maintenance
- **Simply System Management**: programming can be via a Telephone User Interface (TUI) or the simplified Manager web GUI
- **Remote Administration**: easy to administer via the in-built dial-up modem or LAN/WAN connection
- **Investment Protection**: as business needs increase, IP Office can be upgraded to Essential, Preferred and Advanced Editions with minimal investment and no need to change hardware.

Key Features:

- **Key System**: provides all the features and functionality of a typical key system – ideal for sub 20 user, single sites.
- **Voicemail**: voicemail box for every user with up to 25 hours of system wide storage time (15 hours as standard).
- **Scalable**: supplied as a 2 port voicemail as standard; scalable to 6 ports with an additional license key.
- **Audio Conferencing**: up to 64 party ad-hoc audio conferencing.
- **Web Manager**: web based management interface for simplified installation and ongoing maintenance.
- **Expandable**: easy and cost effective to expand capacities and capabilities as business needs grow.



IP Office Essential Edition

Efficient and effective call handling can help small businesses to achieve superior customer service and drive revenue. IP Office Essential Edition increases the capability and capacity of Basic Edition, therefore providing businesses with the tools required to deliver customer service excellence at a competitive price point.

What is it?

Every call is an opportunity. Calls that are not answered or not answered correctly, can result in lost revenue. The right messaging solution can enable small businesses to improve customer service levels, enhancing competitiveness and revenue opportunities. IP Office Essential Edition provides a cost effective way for businesses to implement effective call management processes and efficient call handling. Essential Edition is enabled via the IP Office Essential Edition licence.

Business Benefits:

- **Improve Customer Service**: efficient call handling via touch tone prompts and call routing means that customers quickly connect to the right person, every time.
- **Better Revenue Opportunities**: 24/7 auto-attendant effectively means a business is always open to receive customer orders at no additional cost.
- **Enhance Productivity:** being able to retrieve messages regardless of location means that workers can respond faster, improving productivity and speeding up decision making.
- **Competitive Advantage:** offers customers superior service while also increasing decision making and productivity. This can give a small business a distinct competitive advantage.
- **Cost Effective:** as Essential Edition does not require a dedicated server, it is an ideal solution for businesses on a budget or with no IP network infrastructure.
- **Mobility**: mobilise the workforce to provide improved customer service and productivity

Key Features:

- **SD Card**: Essential Edition connects directly into the IP Office system which means no server is required.
- **Scalable**: by default, Essential Edition is supplied as a 2 port voicemail on the IP Office SD Card. This can be scaled to a maximum of 6 ports with an additional license key.
- **Voicemail**: voicemail box for every IP Office user with up to 25 hours of storage time (system wide).
- **Auto-Attendants**: up to 40 automated attendants (maximum 4 simultaneous calls) with customisable greetings and call routing options.
- **Dial By Name**: callers can easily reach the person they want to connect with by typing the name on the phone keypad.
- **Remote Voicemail Retrieval**: a range of options enable workers to stay connected regardless of their location.
- **Voicemail Message Control**: control messages via the terminal; save, delete, forward, repeat, rewind and skip message.
- **Mobile Twinning**: mobile twinning and one-X Mobile Essential Edition client for all users.
- **VPN Phones**: enables two remote VPN phones.
- **Audio Conferencing**: up to 128 party audio conferencing.
- **Multiple Language Support**

IP Office Preferred Edition

With IP Office Preferred Edition businesses can use communications to achieve a competitive edge. Intelligent call routing and messaging can provide exceptional customer service and productivity levels whilst reducing costs.

What is it?

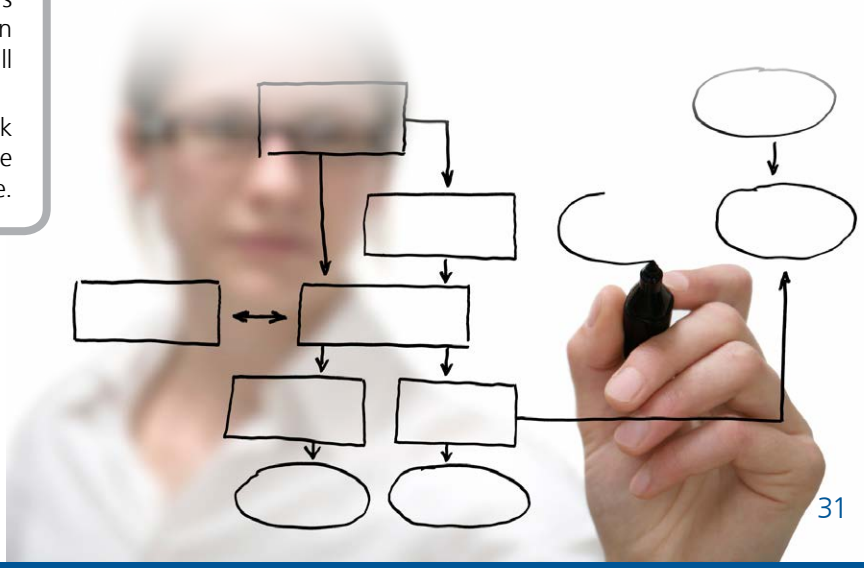
IP Office Preferred Edition provides businesses with advanced communication capabilities such as intelligent call routing, sophisticated messaging and call handling as well as database integration. These capabilities enable efficient collaboration with customers and colleagues and help drive a better customer experience as well as higher levels of productivity. With customisable auto-attendant, call routing options and in built call recording, as well as multi-site support, IP Office Preferred Edition is an ideal solution for any business which makes and receives a high volume of customer calls either at a single site or across a number of different locations.

Business Benefits:

- **Investment Protection:** a scalable solution that can grow with the needs of the business as well as supporting multiple IP Office systems.
- **Better Revenue Opportunities:** 24/7 auto-attendant effectively means a business is always open to receive customer orders .
- **Enhance Collaboration:** secure conferencing and auto-attendant options provide effective collaboration with customers and colleagues meaning faster decision making, better response to customers and quicker revenue recognition.
- **Customer Service Excellence:** enhance the customer experience by providing information such as wait time and position in queue. Music on Hold can be replaced with information such as latest promotions, technical tips, new product launches, changes to business; this helps to enrich the customer experience as well as generate revenue opportunities.
- **Maintain Best Practice:** built-in call recording helps businesses to monitor customer service and adherence to industry compliance criteria, as well as helping with dispute resolution and staff training.
- **Competitive Advantage:** offering customers superior service while also increasing decision making and productivity can give a small business a distinct competitive advantage.
- **Business Continuity:** in multi-site network environments, Preferred Edition will continue to provide service in the event of system failure.

Key Features:

- **Scalable:** up to 40 simultaneous calls for voicemail access with voicemail storage dependant on Server hard drive size (4 ports as standard).
- **Auto-Attendants:** unlimited multi-level automated attendant with sophisticated routing options and customer service features such as time / day call routing and queue announcements.
- **Automated Announcements:** provide customers with business information instead of music on hold.
- **Secure Conferencing:** 2 x 64 party conference bridges with PIN access for security and 'meet me' options for ad hoc conference calls.
- **Call Recording:** in built recording of incoming and outgoing calls as well as conference calls.
- **User Options:** create personal attendants with routing options and customised greetings as well as user message retrieval options.
- **Voicemail to Email Synchronisation:** receive voicemail messages via an email inbox with synchronisation between email server and voicemail server.
- **Email Reading and Reply:** read and respond to emails via Microsoft Exchange.



Please note: Essential Edition is a pre-requisite for Preferred Edition

IP Office Server Edition

IP Office Server Edition is the ideal solution for midsize businesses; delivering unified communication and collaboration, scalable growth and seamless management.

What is it?

A Linux server is the heart of Server Edition, running IP Office software, voice messaging and UC solutions. With Server Edition, businesses can quickly and easily add users to an existing office or even connect a remote branch office, all from the central HQ. Intuitive centralised management and user licensing across all locations ensures lower TCO with simplified moves, adds and changes.

Business Benefits:

- **Cost effective growth**: whether it's adding a user or a new branch location, Server Edition easily and cost-effectively scales to meet business growth.
- **Lower TCO**: the intuitive centralised management GUI simplifies the day-to-day administration of users, groups and system configuration across all locations. This enables a rapid and cost effective response to ever changing economic, market and business conditions.
- **Business Continuity**: resilient failover capabilities of Server Edition ensures that real-time voice and messaging is maintained at all times. This is critical for ensuring superior customer service and productivity levels.

Key Features:

- **Expanded Scale & Capacity**: Server Edition means seamless growth with up to 1000 users and 100 voice messaging ports per site
- **Centralised Management**: simple management of Server Edition is achieved with the intuitive administration interface, providing a single view of all users across the network. Also, using System Status alerts the administrator to any potential issues that could affect system performance such as over full capacity of trunk lines, voice ports and bandwidth utilisation. This helps to ensure that Server Edition meets all business expectations and helps drive productivity and customer service.
- **Centralised Licensing**: Server Edition holds all common licences centrally. This enables effective provisioning of licences, ensuring quick deployment of UC capabilities to any user, anywhere within the network.
- **Resiliency**: Server Edition ensures business continuity by providing resiliency in the unlikely event of system failure. This means that productivity and customer services levels are maintained at all times.

IP Office Advanced Edition

IP Office Advanced Edition enables businesses to differentiate through exceptional customer service, providing the tools to effectively handle high call volumes and gather customer intelligence to increase productivity and drive revenue opportunities.

What is it?

Delivering superior customer service can often only be achieved by being able to manage and monitor customer interactions. IP Office Advanced Edition builds on the capabilities of Preferred Edition by providing a complete call centre solution. Supervisors have the ability to manage agent work groups and customer demands to ensure high service levels are maintained. Historic and real time reporting enables management to make informed decisions about customers, agent performance and call flow. This intelligence is integral to retaining customers and maximising agent performance.

Business Benefits:

- **Measure Customer Service:** real time and historical reporting indicates levels of customer service. This intelligence provides an opportunity for a business to address potential issues and focus on key areas of improving customer service.
- **Improve Customer Responsiveness:** intuitive management tools enable supervisors to react quickly to customer demands and unforeseen circumstances. Call routing rules, agents assignments and service capacity can be changed based on business requirements.
- **Improve Agent Performance:** real time and historical reporting on agent activity as well as quality checks through call recordings ensures high agent performance levels. Areas for improvement can be identified and training given to resolve any issues.
- **Dispute Resolution:** archived call recordings can help to resolve customer disputes and ensure a satisfactory outcome while maintaining good customer relationships.
- **Maintain Best Practice:** alarm thresholds and notifications can be set to ensure a high level of customer service is maintained.
- **Manage Campaign Success:** customer information can be captured to help improve the performance of marketing campaigns. For example, local area telephone codes can be captured to provide insight into regional customer demands.

Note: not supported on Server Edition

Key Features:

- **View Agent Status:** supervisors can view real time status on agents such as number of calls answered, average answer time and calls lost.
- **Historical Reporting:** standard or customised reports can be created to report on historical call centre information.
- **Campaign Manager:** create surveys where customers can automatically give feedback or leave information by providing easy to follow questions via voicemail.
- **Contact Store:** archive call recordings for secure storage and easy retrieval via a web browser. Archived recordings can be searched based on a number of parameters such as date, time and extension number.
- **Interactive Voice Response (IVR):** self-help menus can be created to allow customers to automatically interact with a business via voice control. For example, this can be used to allow customers to place or change orders and check delivery status.
- **Text To Speech (TTS):** enhance the callers experience by allowing the IP Office to read back information that has been captured from a database.

IP Office Networking

Many small businesses are spread across a number of offices, each with the same communication requirements. To ensure high levels of productivity and customer service are maintained, workers must be able to seamlessly collaborate and communicate between disparate office locations.

What is it?

IP Office Small Community Networking (SCN) is a solution that enables up to 32 IP Office systems to be networked together, providing seamless feature transparency and centralised resources such as messaging, receptionist, administration and corporate directory. The ability for workers to hot-desk between remote offices and for agents to be distributed across geographic locations ensures high productivity gains and customer service levels. With in built resiliency functionality, business continuity can also be guaranteed in the event of system failure.

Business Benefits:

- **Business Continuity:** guarantee continuous business operation and customer service with inherent resiliency and centralised diagnostic features.
- **Improve Worker Retention:** providing the tools to work flexibly and seamlessly across multiple locations means rather than losing key workers from the business, they can be re-located without any disruption or additional cost.
- **Low Cost of Ownership:** shared centralised resource and remote system management lowers the cost of ownership and maintenance as well as eliminating time and travel costs associated with adds, moves and changes.
- **Enhance Collaboration:** worker 'presence' status, centralised dial plan and seamless feature transparency across multiple offices means that customers and colleagues can collaborate quickly and effectively: improving productivity levels and customer service.
- **Reduce Costs:** connecting multiple IP Office systems means that calls between offices are placed via the IP network and are therefore free of charge. This can have a significant impact on businesses that have high call volumes between offices.

Key Features:

- **Scalable:** up to 1000 users across 32 IP Office systems can be connected using SCN. If large networks are required the QSIG can be used to connect IP Office systems with no site or user limit. However, functionality will be limited.
- **Centralised Resources:** in a SCN environment key IP Office resources can be shared; Preferred Edition (Voicemail Pro), Receptionist (SoftConsole) and system administration (IP Office Manager)
- **Centralised Features:** in a SCN environment features such as user presence status and corporate directory are shared between sites.
- **Remote Hot-Desking:** workers can hot-desk between IP Office systems are retain their user profile settings (not supported with CCC and CCR).
- **Distributed Hunt Groups:** hunt groups can include users located in remote offices (not supported with CCC and CCR).
- **Resiliency:** SCN provides resiliency if Avaya IP Phones (5600, 1600 and 9600 Series) and IP Office Preferred Edition are deployed. In the event of network failure, the Avaya IP Phones and IP Office Preferred Edition will register to another IP Office system to provide continuous service.

What is Small Community Networking (SCN)?

When connecting IP Offices together over IP or Packet based networks, Small Community Networking enhances feature transparency. These networks can support up to a maximum of 1000 users across 32 sites.

What components are required for SCN?

- VCM card at each site with appropriate ports
- Voice Networking license at each site with appropriate channels

IP Office Receptionist

A receptionist is usually first to receive contact from a customer; how the call is answered and managed usually determines a customers impression of the business. IP Office Receptionist provides the tools to enable efficient and effective call handling for single sites or multiple locations.

What is it?

IP Office Receptionist is a powerful application that allows an operator to manage calls for a single site office or across multiple offices within a Small Community Network environment. The PC based application provides a receptionist with an intuitive interface from which calls can be controlled and managed with visual access to all users presence status. This enables efficient, effective call handling and collaboration, maintaining a professional business image.

Business Benefits:

- **Better Customer Service:** efficient call handling means that customers are quickly connected to the right person every time without having be left on hold or transferred to voicemail.
- **Professional Business Image:** the receptionist is often a high turnover position, therefore maintaining a high level of service can often be difficult. IP Office Receptionist is an intuitive and easy-to-use application meaning that new operators such as temporary workers, can be quickly trained to guarantee consistent service.
- **Lower Cost of Ownership:** the IP Office Receptionist application can provide operator support for multiple offices meaning reducing the need for an operator at each site; reducing costs and providing consistency of service.
- **Streamlined Operations:** centralising the receptionist ensures that calls are received and handled in a consistent professional manner by a single resource. This can be in a single site or multi-site environment.
- **Centralised Call Management:** the IP Office Receptionist offers advanced call management capabilities. Receptionists become empowered to create and control conference calls, manage voicemail messages and change call forwarding options for colleagues. This helps to ensure customers are always connected to the right person and voicemails are responded to quickly.

Please note: A maximum of 4 x Receptionist applications are supported on an IP Office system.

Key Features:

- **Call Management:** the intuitive PC interface enables receptionists to efficiently handle incoming and outgoing calls as well as create conference calls and manage queues; all with a click-and-drag of the mouse.
- **Busy Lamp Field Status:** Busy lamp fields provide the receptionist with speed dial icons as well as a presence status indication of all IP Office users within a Small Community Network Environment.
- **Incoming Call Scripts:** scripts can be created for incoming calls based on DDI and CLI. This gives the receptionist important customer information on call answer to enable a more professional and personal service.
- **Queue Management:** up to 8 queues can be created to enable the receptionist to manage calls by exception.
- **Integration with Microsoft Outlook:** contacts from Outlook can be created and made visible for click-to-call operation.
- **Door Open Control:** For 2 door entry systems.
- **Park Slots:** up to 16 park slots can be managed by the receptionist.
- **Call History Logs:** up to 100 call history entries.
- **Centralised Receptionist:** with a Small Community Network, IP Office Receptionist can provide service to up 32 offices.

IP Office Office Worker

Desk-bound office workers have a unique set of communication requirements; efficient call management, presence awareness and easy access to a broad range of telephony features. Typically, desk-bound workers provide back-office support to remote workers and customers. As a result, speed of response and quick decision making is critical to business success.

What is it?

IP Office Office Worker provides employees with all the communication tools required to be productive from the desk. Office workers typically manage a high volume of calls and often provide back office support to colleagues or deal with customer requests. Therefore, speed of response and efficient call management is critical if customer expectations are to be met. Deploying an IP Office Office Worker solution will ensure that desk-bound workers have the tools to deliver significant competitive advantage to the business.

Includes one-X Portal & Flare

Business Benefits:

- **Improve Customer Loyalty:** customer loyalty is driving by offering superior customer service. Providing desk-bound workers with the tools to respond and communicate efficiently with customers can help breed loyalty by exceeding customer expectations.
- **Enhance Productivity:** desk-bound workers often manage a high volume of incoming and outgoing calls. IP Office Offer Worker provides the communication tools to help enhance productivity by improving call management.
- **Better Collaboration:** Having visibility of colleagues' presence status can significantly aid collaboration. IP Office Office Worker provides the tools for desk-bound workers to see presence status of every user, including one-X Mobile.
- **Wide Range of Environments:** being a web-based solution, IP Office Office Worker provides a solution whether the business operates a Citrix/terminal server infrastructure or Apple Mac computers.
- **Lower Cost of Ownership:** one-X Portal for IP Office is a single server solution with the client application accessible via a web browser. This offers a cost effective and easy to deploy solution which provides a high level of functionality.

Key Features:

- **Easy to Install:** single server solution with web browser client applications makes IP Office Office Worker simple and cost effective to install.
- **Call Management:** the intuitive interface facilitates the efficient handling of incoming and outgoing calls as well as providing access to personal, corporate and external directories (LDAP/Active Directory).
- **Presence:** system directory entries display user presence to indicate status of colleagues.
- **Voicemail Management:** users can manage voicemail messages via the desktop.
- **Instant Messaging**: desk workers can communicate via Instant Messaging and connect to the right people using presence awareness.
- **Voicemail to Email:** full synchronisation of voicemail to email messages is achieved with Unified Messaging Server (UMS).

IP Office Mobile Worker

Workers who are frequently out of the office often face the challenge of staying in constant contact with customers and colleagues. This can have a big impact on business with decisions being delayed, slow response to customers, orders being lost as well an increased cost of mobile phone calls.

What is it?

IP Office Mobile Worker enables remote workers to be seamlessly contacted on 'one number' regardless of their location; when the office desk phone rings an external number will also ring (mobile, remote office, home). This eliminates missed calls when workers are away from their desk or out of the office. With Avaya one-X Mobile technology installed on their mobile device, call handling can also be achieved such as transfer, conference, forward, hold and so on. Utilising the Text-To-Speech functionality included with IP Office Mobile Worker also enables emails to be managed via a mobile phone.

Includes one-X Mobile Preferred

Business Benefits:

- **Improve Competitiveness:** ensuring remote workers are easily contactable improves the decision making process and enables a fast response to customer demands.
- **Enhance Productivity:** the ability to manage calls, voicemails and emails: all from a mobile phone: ensures that productivity levels remain high and workload does not increase due to unmanaged messages.
- **Reduce Costs:** with IP Office Mobile Worker calls can be routed through the IP Office to take advantage of business calling plans. This can significantly reduce call costs.
- **Maintain Best Practise:** all calls that are routed to an IP Office Mobile Worker can be tracked, monitored and recorded to ensure customer service levels are maintained and best practises are adhered.

Key Features:

- **One Number Access:** mobile workers can be contacted on one number whether at the desk phone or away from the office on a mobile phone.
- **Call Control:** with Avaya one-X mobile graphical user interface, calls can be controlled from a mobile phone: transfer, conference, hold, call record and so on.
- **Outgoing Calls via IP Office:** mobile workers can make outgoing calls via the IP Office rather than the GSM network.
- **Remote Voicemail Management:** voicemail message can be retrieved and managed via a mobile phone.
- **Email Reading/Reply:** using Text-To-Speech technology, emails can be read and replied to from any phone: mobile, remote office or home phone (requires IP Office Preferred Edition and Microsoft Exchange).

Tabs for key functionality

Home screen with status at a glance

Your own status and availability

Number of active participants in your conf bridge

Voice Mail status

Automatic pop up to "eaves drop on VM, and/or pickup call from VM"

Status of unread IM's outstanding

Same as voice command, but uses keyboard.

Voice recognition system (FMC, start and control conf, VM, find status, directory query, send IM, etc)

AVAYA

IP Office - Mobile Worker

IP Office Tele Worker

Empowering employees to work from home can yield great business benefits. Research suggests that flexible working options can significantly improve productivity while also providing business continuity when workers cannot get into the office.

What is it?

IP Office Tele Worker provides businesses with all the communication tools to enable employees to work efficiently and effectively whether from home or remote locations. Tele Workers have access to all IP Office features and communications tools as if they were in the office, providing seamless service and support to customers and colleagues.

Business Benefits:

- **High Productivity:** flexible working can significantly improve the work/life balance which has a direct impact on morale. High morale has been proven to increase productivity levels.
- **Business Continuity:** events such as severe weather, travel strikes and parental duties can often mean that workers cannot get into the office. Staff absenteeism has a major impact on business productivity and costs. Enabling staff to work from home when they cannot get into the office ensure consistent productivity and customer service without impacting costs.
- **Reduce Travel:** travelling to and from the office can often result in 'unproductive time' and 'travel stress' resulting from traffic delays. Working from home eliminates travel which frees more time and improves morale for more productive hours of work.
- **Improve Worker Recruitment:** deploying home workers means that staff can be recruited from a larger pool to ensure the best candidate is employed.
- **Retain Key Workers:** rather than lose key workers who want to relocate, enable them to work 'virtually' to retain the skill set within the business.
- **Expand Market Reach:** Quickly spread market reach into new locations by recruiting local workers with local knowledge and empowering them to work from home.
- **Reduce Costs:** enabling employees to work from home can lead to a reduction in office space requirements and associated costs.

Key Features:

- **Call Handling:** the intuitive graphical user interface facilitates efficient and effective call handling.
- **Call Management:** the intuitive interface facilitates the efficient handling of incoming and outgoing calls as well as providing access to personal, corporate and external directories (LDAP/Active Directory).
- **Presence:** improve call management and see user presence status on the network.
- **Remote Working:** access to all IP Office system features and seamless call handling is achieved via an IP hard phone or one-X Portal application in conjunction with a home or mobile telephone number (internet connection is required).
- **Video Calls:** using the Video Softphone, point-to-point real-time video communications can be established to improve collaboration and information sharing.
- **Voicemail to Email:** full synchronisation of voicemail to email messages is achieved with Unified Messaging Server (UMS).
- **Easy to Install:** single server solution with web browser client applications makes one-X Portal for IP Office simple and cost effective to install.

AVAYA

IP Office - Tele Worker

Includes one-X Portal & IP Video Softphone

IP Office Power User

Competitive advantage is often determined by the speed at which decisions are made as well as the general customer experience. These fundamental challenges require efficient communications to improve productivity and responsiveness.

What is it?

The IP Office Power User provides workers with constant and seamless access to communications regardless of the location. Enabling calls to be managed from a range of devices gives workers the flexibility to be productive and efficient at any time and from anywhere. Combining the key elements of the IP Office Mobile Worker and Tele Worker, the Power User is provided with a complete unified communications solution; providing small and medium sized businesses with the tools to attain a competitive advantage.

Includes one-X Portal, IP Video Softphone, one-X Mobile Preferred & Flare

Business Benefits:

- **Improve Productivity:** ensuring key workers can communicate at anytime and regardless of location can speed up the decision making process and provide higher levels of productivity.
- **Better Customer Experience:** providing constant accessibility and responsiveness to customers enhances the customer experience.
- **Enhance Market Reach:** an IP Office Power User is able to work seamlessly regardless of where they are based. This can improve the market reach of a business by providing a cost effective and quick to deploy virtual office in a new region.
- **Grow Revenue:** faster decision making and better customer service can often result in greater revenue opportunities.
- **Reduce Cost:** allowing key workers to function productively in any location can help to reduce costs associated with office space. Built-in features such as conferencing can also help to save costs by reducing travel requirements and improve collaboration to speed decision making.
- **Retain Key Workers:** rather than lose key workers who want to relocate, enable them to work 'virtually' to retain the skill set within the business.

Key Features:

- **One Number Access:** mobile workers can be contacted on one number whether at the desk phone or away from the office on a mobile phone.
- **Call Management:** the intuitive PC interface enables receptionists to efficiently handling incoming and outgoing calls as well as create conference calls, manage queues and so on; all with a click-and-drag of mouse.
- **Presence:** improve call management and see user presence status on the network.
- **Remote Working:** access to all IP Office system features and seamless call handling is achieved via an IP hard phone or an IP soft phone application used in conjunction with a PC and internet connection (IP Office Voice Compression Module is required).
- **Email Reading/Reply:** using Text-To-Speech technology, emails can be read and replied to from any phone: mobile, remote office or home phone (requires IP Office Preferred Edition and Microsoft Exchange).
- **Voicemail to Email:** full synchronisation of voicemail to email messages is achieved with Unified Messaging Server (UMS).
- **Video Calls:** using the Video Softphone, point-to-point real-time video communications can be established to improve collaboration and information sharing.

IP Office Customer Call Reporter Agents & Supervisors

Improving agent performance and reporting on customer interactions can significantly add value to an organisation. Utilising customer call information enables supervisors to effectively manage agents in order to maximise revenue opportunities and enhance the customer experience.

What is it?

IP Office Customer Call Reporter (CCR) is an ideal solution for any business that makes and receives a high volume of customer calls; this may be a formal call centre or informal customer facing work groups. CCR is included with IP Office Advanced Edition, however agents and additional supervisors must be activated individually. Both agents and supervisors are provided with a range of tools to help them maximise performance and deliver a superior customer service. Real time and historic reporting provides the customer intelligence to aid decision making and drive competitiveness.

Business Benefits:

- **Superior Customer Service:** providing agents and supervisors with the tools to manage performance levels and provide a personal customer service can significantly enhance the customer experience. Ensuring calls are answered quickly and agents can seamlessly connect to back-office knowledge workers helps to reduce agent handle time and improve customer satisfaction.
- **Improve Agent Productivity:** supervisors can use real time / historical reporting and alarm thresholds to manage high and low call volume periods; ensuring a consistent level of customer service. Agents have visibility of real time information so they can manage their workload to maximise performance.
- **Increase Revenue Opportunities:** detailed historic reporting on customer calling patterns can help drive more effective sales campaigns and sales activities to increase revenue opportunities.
- **Maintain Best Practise:** all calls that are routed to an agent can be tracked, monitored and recorded to ensure customer service levels are maintained and best practises are adhered.
- **Virtual Agents:** agents can be 'virtually' deployed to improve recruitment and retention of key workers, increase market reach and reduce costs. Virtual agents can be managed by supervisors and still have access to the same information and features as office based agents.

Key Features:

- **Scalable:** supports up to 150 agents and 30 supervisors (1 supervisor is included with IP Office Advanced Edition).
- **Simplified Deployment:** CCR runs on a single server with agent and supervisor applications deployed via thin clients. This helps to lower the total cost of ownership and simplifies the deployment of agents.
- **Historical Reporting:** CCR provides 6 historical reports however over 100 reports can be customised based on individual business requirements.
- **Alarm Notifications:** supervisors can set thresholds based on agent and customer states. Notifications are provided to the supervisor based on threshold settings.
- **Real Time Statistics:** agents and supervisors have visibility of real time statistics via web based applications. This information can help agents and supervisors make decisions to improve customer service.
- **Supervisor PC Wallboard:** a browser based PC wallboard that can display CCR statistics as well as scrolling messages and an agent leaderboard.

Avaya Flare™ Communicator

Avaya Flare Communicator is a collaboration software client that delivers an innovative interface for real time communications for iPad and Windows. It enables users to handle phone calls, instant messages, presence, enterprise contacts and launch e-mail, all from the same interface. With its contextual, people-centric design, Avaya Flare Communicator makes communications and collaboration easier and more convenient than ever before for SME and mid-market IP Office customers.

Key Features - Flare for Windows:

- **Contact management features**
  - IP Office System and Personal contacts
  - Outlook contacts (appended to Personal contacts)
  - Index, scroll through contacts
  - Filter contacts
  - Touch to add contact
  - Search for enterprise contacts and touch-to-call from search results
- **Voice call features**
  - Make, Receive, and Disconnect calls (2-party)
  - Mute, Un-mute, Hold, and Resume calls
  - Manage up to three concurrent voice calls
  - DTMF mode
  - Message Waiting Indicator
  - Dial into a voice conference bridge
- **Collaboration features**
  - View telephony and user presence of IP Office users
  - Set your telephony and user presence
  - IM between IP Office soft clients (2-party)
  - Escalate from an IM message to a voice call
  - Launch emails from a spotlight or contact card

Key Features - Flare for iPad:

- **Contact management features**
  - Local iPad contacts and IP Office System and Personal contacts
  - Index, scroll through contacts
  - Filter contacts
  - Touch to add contact
  - Search for enterprise contacts and touch-to-call from search results
- **Voice call features**
  - Mute, Un-mute, Hold, Resume
  - Manage up to two concurrent voice calls
  - DTMF mode
  - Dial into a voice conference bridge
- **Collaboration features**
  - View telephony and user presence of IP Office users
  - Set your telephony and user presence
  - IM between IP Office soft clients (2-party)
  - Escalate from an IM message to a voice call
  - Launch emails from a spotlight or contact card

one-X Mobile for IP Office

Small and medium businesses are increasingly more mobile as their employees are demanding increased access from both the home and the road. This presents SMBs with a wide range of challenges when it comes to providing access for these mobile workforces; specifically when employees want the efficiency and familiarity of one device to manage both their personal information and workplace data.

What is it?

IP Office provides a range of solutions that deliver features and benefits to mobile workers across a range of devices. Avaya one-X Mobile for IP Office provides businesses with the tools to implement a productive and seamless mobile workforce. As the workforce becomes more mobile, it is important to understand that the needs of the workforce vary based on job functions and work locations. IP Office provides two applications that deliver mobile benefits depending on the need of the employee:

- one-X Mobile Essential Edition is a cost-effective server-less mobility solution that is intended for mobile users that only need voice-based capabilities
- one-X Mobile Preferred Edition provides rich unified communications capabilities for mobile workforce. It is designed to give mobile users quick access to multiple forms of communications and help users conduct normal business while on the move with an "always-on" experience.

	one-X Mobile	one-X Mobile Preferred
Features & Functionalities	• Voice-based communications • Mobile twinning • Mobile call control (via DTMF)	• Data-based unified communications • Corporate directory access • IM / Presence • Geo-location • Visual voicemail
User Interface	• Basic User Experience	• Rich User Experience
OS Platform (minimum specs)	• iOS 3.X, Symbian, Windows Mobile	• Android 2.X and iPhone
Offer Bundle	• Included with IP Office Essential Edition licence for all users	• Included in Mobile Worker and Power User packages (Preferred Edition licence required)

Mobility Offer

Included with IP Office Essential Edition

one-X® Mobile Essential for IP Office

- Cost-effective mobility without the need for an additional server
- Mobile twinning with office desk phone
- Call control as if you are in the office

Supported on iOS 3.x, Symbian, Windows Mobile

PREMIUM Mobility Offer

For use with IP Office Preferred Edition

one-X® Mobile Preferred for IP Office

- Integrated server-based solution provides rich functionality
- Multi-modal communication – IM, voice call control, conferencing

Supported on Android 2.x and iPhone

one-X Portal for IP Office

Efficient and effective communications can help increase productivity and customer service levels. Therefore, it is imperative that the right solution is deployed to enable workers to maximise performance and streamline communications.

What is it?

one-X Portal for IP Office is an application that enables workers to control a telephone from a networked PC. one-X Portal for IP Office is accessed via a web browser, making it ideal for thin client or Apple Mac environments. Third party 'gadgets' can be configured in one-X Portal for IP Office to improve productivity by combining the Unified Communications workspace with the personal workspace.

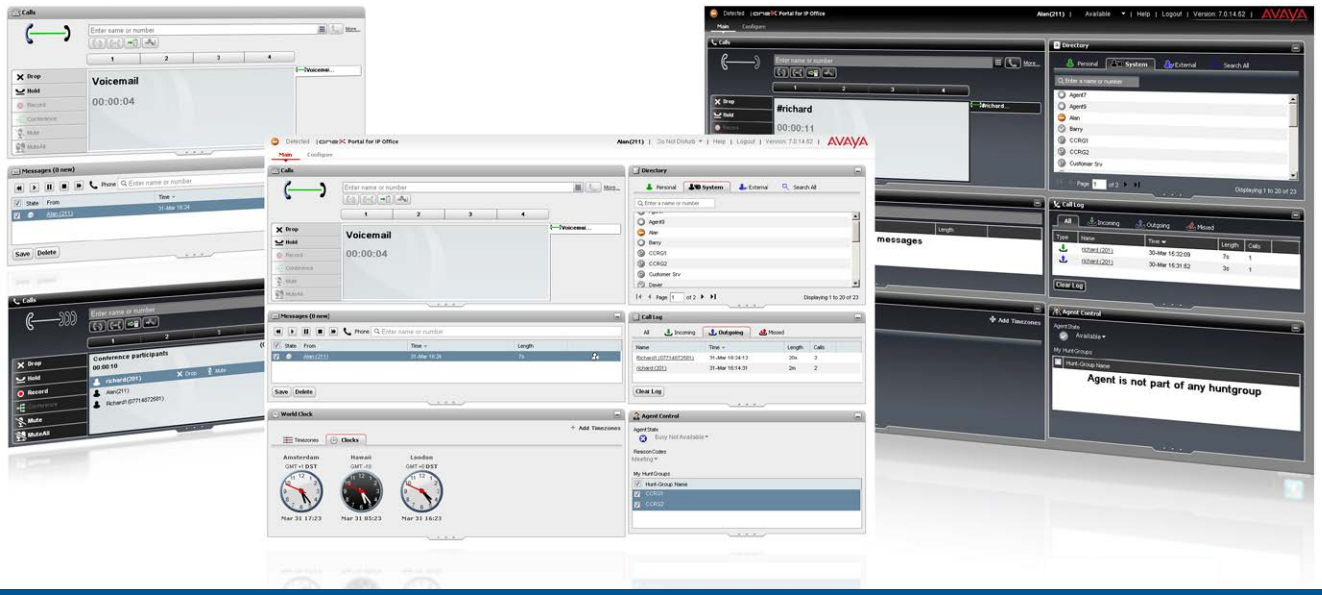
Included with Office Worker, Tele Worker & Power User

Business Benefits:

- **Lower Cost of Ownership:** one-X Portal for IP Office is a single server solution with the client application accessible via a web browser. This offers a cost effective and easy to deploy solution which provides a high level of functionality.
- **Wide Range of Environments:** being a web-based solution, one-X Portal for IP Office offers a solution where the business operates a Citrix/terminal server infrastructure or Apple Mac computers.
- **Improve Productivity:** ensuring workers have access to IP Office telephony features and advanced call control can help to improve productivity as a result of more efficient and streamline communications.

Key Features:

- **Easy to Install:** single server solution with web browser client applications makes one-X Portal for IP Office simple and cost effective to install.
- **Call Management:** the intuitive interface facilitates the efficient handling of incoming and outgoing calls as well as providing access to personal, corporate and external directories (LDAP/Active Directory).
- **Presence and Instant Messaging:** system directory entries display user presence to indicate status of colleagues:
- **Phone Activity (on/off hook)**
- **User Activity (DND/away)**
- **Calendar Mining (Outlook setting)**
- **Federated Presence via Microsoft Exchange and GoogleTalk**
- **Customised Presence status message**
- **Voicemail Management:** users can manage voicemail messages via one-X Portal.
- **Telecommuter Mode**: call control to be managed from the one-X Portal client while the voice path is via an allocated PSTN or mobile number.



IP Office Plug-In for Microsoft Outlook

Microsoft Outlook is the most widely used application by businesses. Desk-based office workers spend most of their time within Outlook to communicate with colleagues, customers and suppliers. Integrating IP Office Unified Communications into Outlook provides workers with unique tools to improve productivity and customer service.

"Since the majority of knowledge-based employees spend most of their time within Outlook composing and answering emails, scheduling appointments, and managing their contacts, integrating other forms of communications into that application makes enormous sense "
Frost & Sullivan

What is it?

The IP Office Plug-In embeds a subset of one-X Portal functionality into Microsoft Outlook. This significantly improves productivity and customer service by allowing workers to interact with contacts without the need to leave Outlook. Intelligent Presence status, click-to-call and voicemail management allow workers to benefit from Unified Communications through one application; Microsoft Outlook.

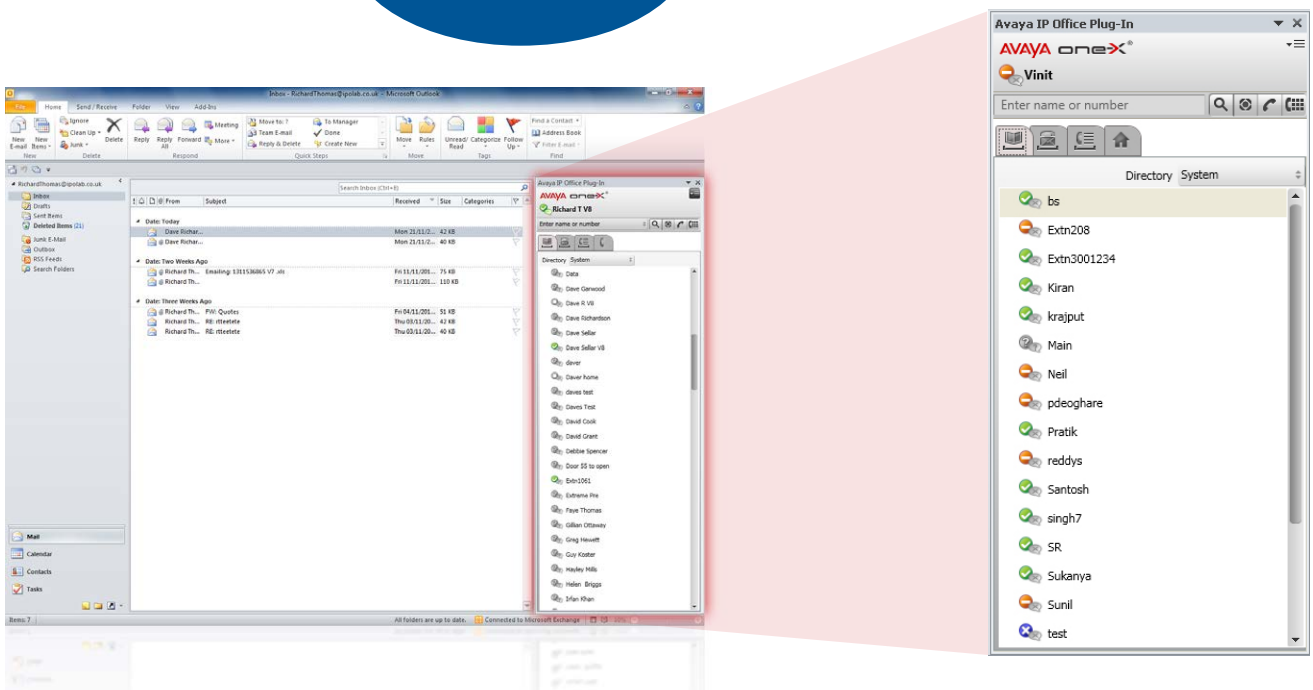
Business Benefits:

- **Improve Productivity**: delivering IP Office Unified Communications into Microsoft Outlook enables workers to be more productive with more efficient and effective collaboration.
- **Better Customer Service**: federated Presence awareness, click-to-call and visual voicemail from Outlook improves first time resolution of customer demands.
- **Competitive Advantage**: improving customer service through better productivity helps to drive competitive advantage and business growth.

Included with Office Worker, Tele Worker or Power User

Key Features:

- Federated Presence.
- Initiate a voice call from Outlook.
- Receive notifications for incoming calls with options to accept or reject.
- Visual voicemail.
- View the communication history with a selected contact or logged in user.
- Export Outlook contacts to one-X Portal server.
- Plug-in window can be collapsed to avoid capturing the entire screen. The UC features will continue to be available to the Outlook user.
- Call options on context menu of a contact or from the Outlook calendar.



Salesforce.com Integration

Salesforce.com effectively combines business processes, people and technology working together to achieve a united goal: acquire and maintain satisfied and happy customers. It is difficult to successfully run a business without a strong focus on CRM.

What is it?

The Salesforce.com plug-In provides integration with IP Office, enabling business users to have telephony call control direct from the Salesforce.com portal. This helps drive productivity allowing workers to connect with customers and suppliers directly from one application: Salesforce.com

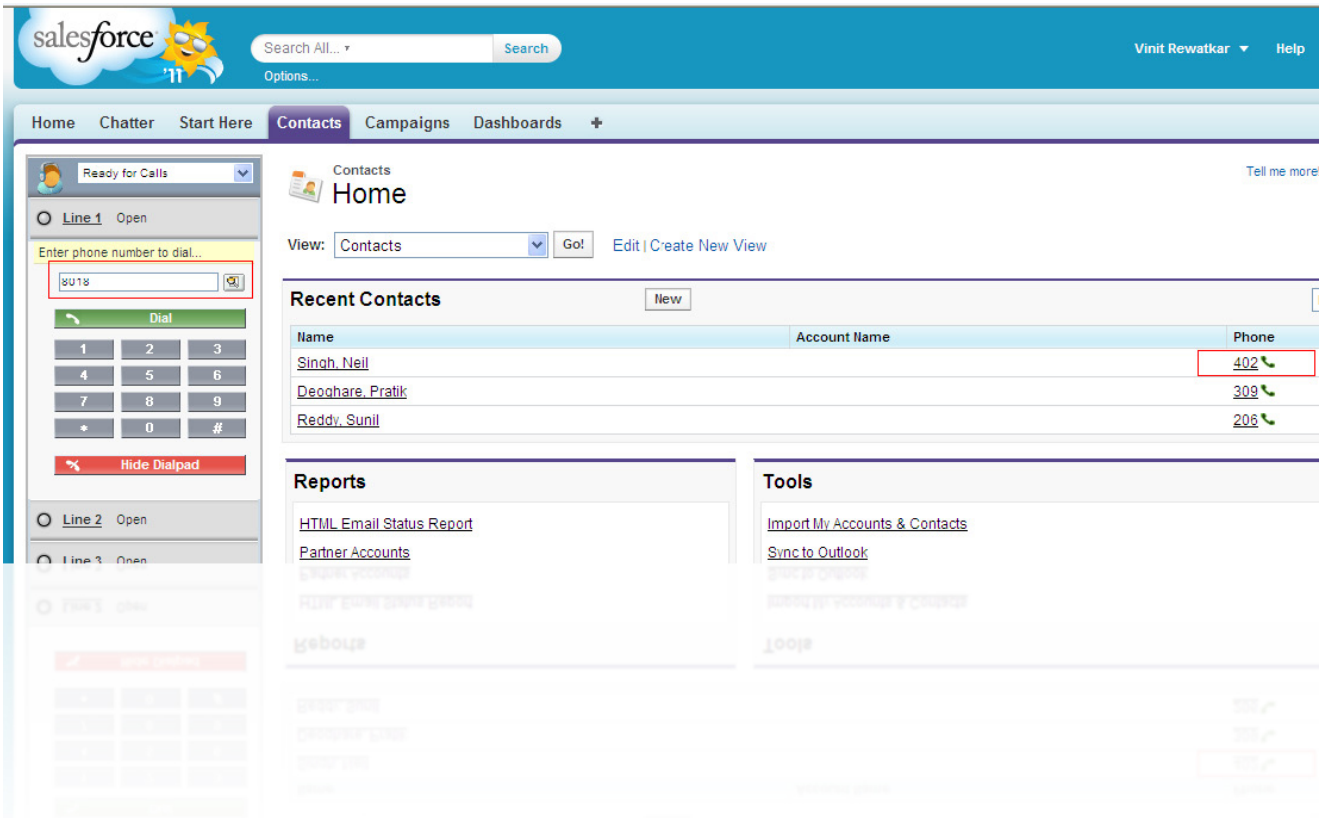
Business Benefits:

- **Superior Customer Service**: providing instant access to Salesforce.com information means that employees are more professional and responsive to customer demands. Call control from Salesforce.com also means that customers can easily and seamlessly be connected to the back-office.
- **Better Productivity**: having immediate access to Salesforce.com information means that employees do not have to waste time asking for basic customer details. This helps reduce the call handle time which means employees can manage more calls and customer do not spend unnecessary time in conversation.

Key Features:

- Make an outbound call
- Receive an incoming call
- Hold/Unhold call
- Consultative or Blind transfer

Included with Office Worker, Tele Worker or Power User



IP Office Video Softphone

Providing workers with the tools to improve collaboration and facilitate flexible working can significantly enhance productivity while also driving down costs. IP Office Video Softphone offers a range of features to help businesses achieve a competitive edge.

What is it?

The IP Office Video Softphone is PC telephony client that enhances communication and collaboration for remote workers. Providing an easy-to-use application for managing voice and video communication, IP Office Video Softphone can significantly improve productivity while also reducing costs.

Support of several audio options including support of wireless headsets with full hook-switch support provides a flexible telephone option, especially for people on the move.

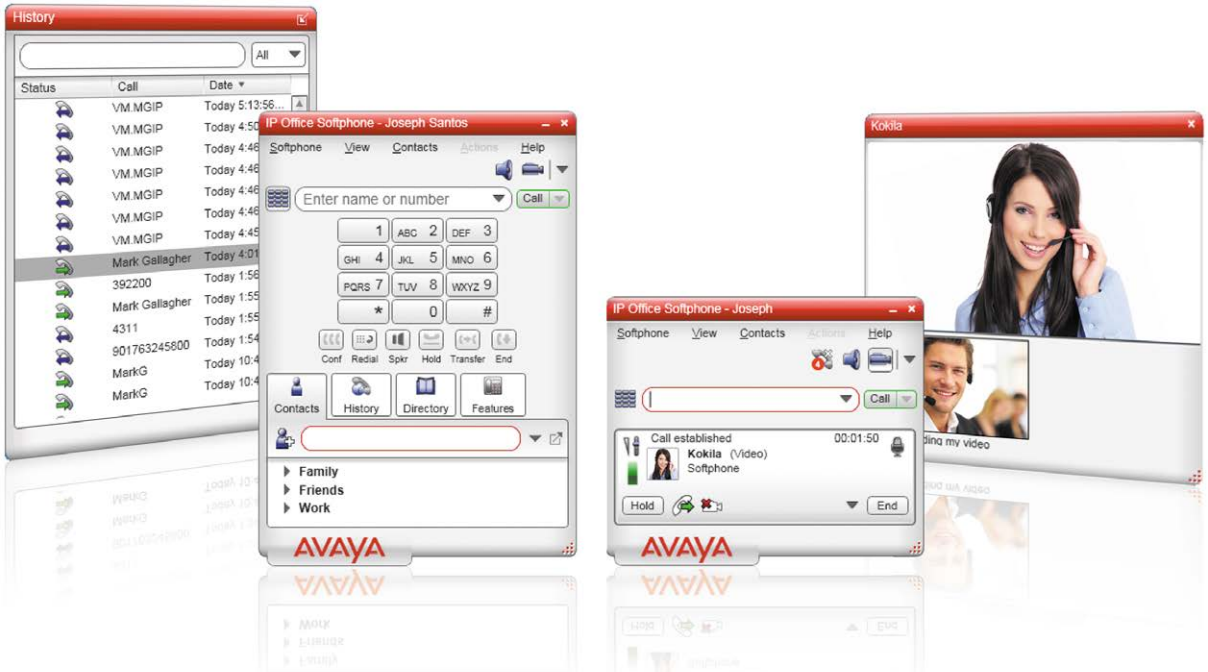
Included with Tele Worker & Power User

Business Benefits:

- **Improve Collaboration**: speed of communication is an important aspect of customer service. Presence awareness and real-time video conversation can significantly enhance collaboration and the customer experience.
- **Reduce Costs**: allowing key workers to function productively in any location can help to reduce costs associated with office space and travel. Routing calls over the IP network can also drive down costs a PSTN and mobile call costs.
- **Customer Loyalty**: providing a superior customer service by ensuring speed of response can breed customer loyalty.
- **Enhance Productivity**: ensuring colleagues can collaborate effectively, regardless of location, can enhance productivity.

Key Features:

- **Full Feature Telephony Client**: softphone user interface providing standard telephony features similar to an IP Office phone.
- **Choice of modes**: run as a standard softphone client or use in conjunction with one-X Portal for additional features and call control.
- **Video Calls**: as well as audio calls, IP Office Video Softphone supports end to end video calls on a single IP Office or within an IP Office Small Community Network. Video adds a new level of interaction to the standard phone communication so this is especially useful for users working from a remote location, needing to get in touch with colleagues in the main site or when used in an IP Office Small Community Network.
- **Integration with Avaya Video**: desktop to room based video conferencing for point-to-point or point-to-multi-point collaboration (HD).



IP Office Conferencing

With the business world in a constant state of flux, economic, competitive and environmental factors are forcing organisations to evaluate how they communicate and collaborate. As a result, conferencing solutions are starting to be adopted by businesses seeking to gain a competitive edge.

What is it?

IP Office comes with an in-built audio conference bridge as standard. This enables businesses to eliminate the cost of out-sourced conference calls by bringing the functionality inhouse. IP Office Conferencing provides intuitive features to make setting up ad-hoc or scheduled conference calls a simple task. With IP Office Preferred Edition businesses get added security, control and conferencing power as well as conference resource reservation.

Business Benefits:

- **Reduce Costs:** IP Office Conferencing enables businesses to drastically reduce costs associated with using out-sourced services as well as reducing the cost of travel to and from meetings. With IP Office Conferencing the return on investment can be quick.
- **Reduce Travel:** conference calls can significantly reduce the amount of travel time. Not only does this reduce costs, it also improves productivity by cutting wasted travel time and enhancing morale.
- **Higher Productivity:** providing instant collaboration with document sharing, regardless of location, can significantly improve productivity by ensuring colleagues share information and decisions are quickly made.
- **Work/Life Balance:** reducing the need to travel can have a major impact on the work/life balance which can improve worker morale. A happy workforce is more likely to be productive and loyal to a business.
- **Business Continuity:** conferencing can ensure that meetings still go ahead even when events such as industrial action, pandemics and severe weather make it impossible to physically meet.

Key Features:

- **Capacity:** IP Office supports 2 x 64 conference calls (or combinations of) as standard.
- **Secure Access:** with IP Office Preferred Edition, dial-in prompts and PIN codes can be setup for secure access to conference calls.
- **Conference Call Recording:** with IP Office Preferred Edition, conference calls can be recorded.
- **Ad-hoc or Scheduled Conference Calls:** the 'meet-me' feature enables conference calls to be setup on an ad-hoc basis.
- **Conference Control:** IP Office Office Worker, Tele Worker, Power User and Receptionist have the ability to manage and control conference calls via the desktop.

Why Audio Conferencing?

Businesses increasingly use audio conferencing capabilities to conduct meetings because these technologies save time, cut travel costs and make drive environmental benefits.

Global conference phone sales totalled 510,000 in 2009 and analysts expect this number to grow more than 10% annually by 2013*

The benefits of audio conferencing have dramatically shifted businesses' attitudes in recent years. A survey revealed that one in three companies now conducts remote business meetings far more frequently than it did in 2009**.

40% of companies say they intend to increase the frequency of their virtual meetings and 71% say they conduct audio conferences today***.

* Source: Frost & Sullivan "World Tabletop Audio Conferencing Endpoints Markets", July 2009
** Source: Tele2 Sweden, March 2010
*** Source: Meetings International.

Advantages of:

Phone meetings:

- **Save time and money**: Telephone meetings are efficient, spontaneous, simple and help safeguard our environment.
- **Increase potential**: Phone meetings help companies streamline processes.

Conference Phones:

- **Be, and sound, professional**: Top quality sound is essential for efficient, misunderstanding-free meetings.
- **Gather colleagues**: Teleconferencing makes it easy to get creativity flowing between your brightest and best collaborators, no matter who they are.
- **Enjoy a fast ROI**: A conference phone pays for itself with your first skipped business trip.

Audio conferencing vs video conferencing:

- **Invest less**: Audio conferencing costs are a fraction of video conference setups.
- **Be spontaneous**: With audio conferencing, you can pull together ad hoc meetings with anyone who has a phone.
- **Acknowledge the importance of sound**: Successful conferencing call for perfect sound, not perfect pictures.

B100 Audio Conference Phones

The Avaya B100 Conference Phone provides the convenience and productivity benefits inherent in a powerful, hands-free conference phone and offers IP Office customers a range of phones suitable for all sizes of rooms.

B179 SIP

- OmniSound 2.0
- 5-ways conference calls
- SIP based
- SD call recording
- Built-in bridging function
- Expandable with microphones
- Connection for Wireless headset
- Phonebook
- Conference guide
- Expandable for PA System
- Web-based configuration of import/export of contacts and settings
- PoE (Power over Ethernet)

B159

- OmniSound 2.0
- Connects to DECT/mobile phones
- Analog connection
- USB-connection
- Connection for Wireless headset
- Expandable with microphones
- SD call recording
- Expandable for PA System
- Line selector
- Phonebook
- Conference guide
- Built-in bridging function

B149

- OmniSound 2.0
- Analog connection
- SD call recording
- Expandable with microphones
- Phonebook
- Conference guide

Avaya B100 Series Conference Phone Overview

Video Conferencing

Travel time, money and energy are saved when video conferencing is used to facilitate collaboration by connecting people regardless of location. Avaya video conferencing systems for rooms allow groups to meet naturally over distance, enabling more productive meetings and real-time decision making. Reducing the requirement to travel in order to collaborate can significantly enhance competitive advantage.

What is it?

The Avaya Video Conferencing solution provides a range of different endpoints that enhance the collaboration experience. From desktop based video to large conference room endpoints, Avaya Video Conferencing meets the needs of any size or type of business, supporting both single site and multi-site environments. The IP Office Video Softphone supports high definition (HD) video calls to the Avaya 10x0 endpoints; enriching the collaboration experience for remote workers. Point-to-multi-point video calls require either an Avaya 1040 or 1050 MCU bridge endpoint.

Specifications	Avaya 1010	Avaya 1040
Primary Use	Desktop	Mid-Large Conference Room – wall mount or media centre
Embedded MCU	No	4-port
Number of Supported HD Displays	1	2
HD Display Size (recommended)	20-42" (720p)	50-65" (1080i capable)

Note: SIP Endpoint license required for each Avaya 10x0 endpoint

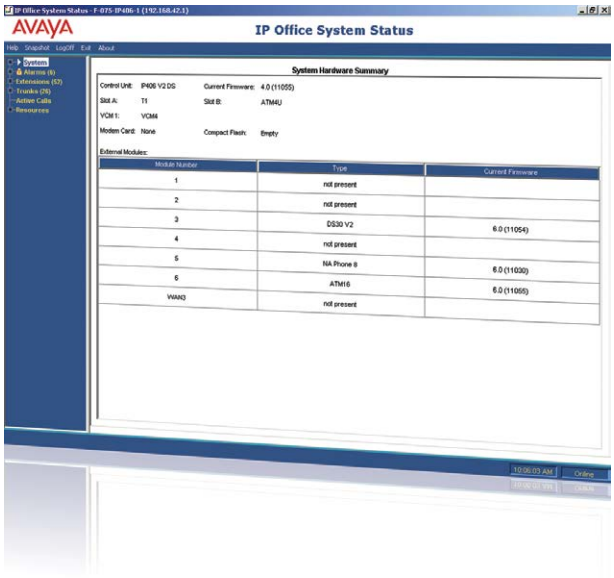
Systems Status Application - SSA

This is a diagnostic tool for system managers and administrators to monitor and check the status of IP Office systems. SSA shows both the current state of an IP Office system and details of any problems that have occurred. The information reported is a combination of real-time events, historical events, status and configuration data to assist fault finding and diagnosis.

Key Features:

- Real-time call status information
- Replaces 'Call Status' application and complements Monitor application
- Provides real-time view of system resource such as VCM or VM ports
- Provides QoS info for IP trunks (SCN, H.323, SIP)
- Alarms, trunk utilisation and error histories
- Alarms stored in IP Office (no need for local PC)
- Event traces per call/trunk/extension
- Complements SNMP and email alarms

NOTE: No license is required (included as standard)



Advanced Messaging Options

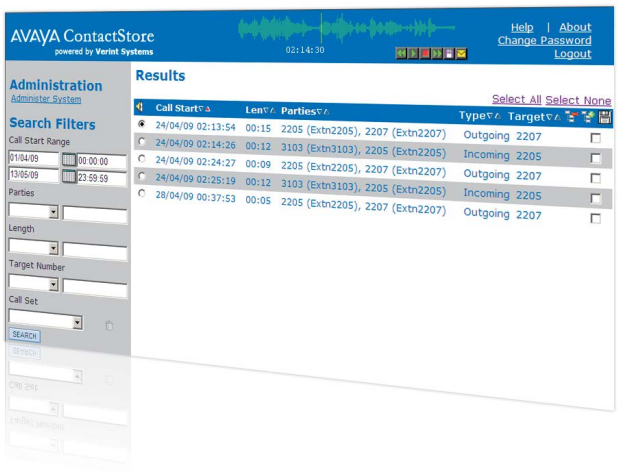
Existing Voicemail Pro customers can enhance IP Office messaging with the following applications. For new businesses, these applications are included with IP Office Preferred Edition.

Text-To-Speech

Text To Speech facilities can enhance the callers experience by allowing the system to read back to them any information that has been captured from a database. TTS also allows remote e-mail collection through voicemail using Microsoft Exchange.

ContactStore

ContactStore complements the IP Office voice recording capabilities. It stores and catalogues the recordings so that they are easily accessible for later retrieval. Any recordings that you instruct Voicemail Pro to send to the Voice Recording Library are placed in a database.



Avaya ESBC and ESBCA

Avaya Session Border Controller for Enterprise (SBCE)

The Avaya SBCE provides businesses with the functionality needed to terminate SIP trunks without the complexity and price that can be associated with similar specification and capacity solutions.

The Avaya SBC-E provides the capability to deal with up to 2000 sessions – in layman's terms this should ensure that the product caters for a significant majority of the SIP-based opportunities you come across.

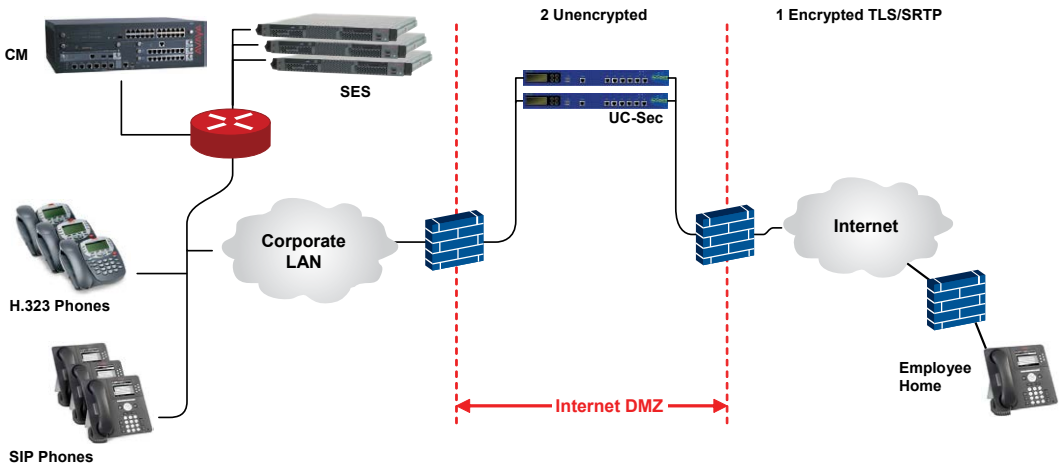
- **SIP trunk integration and optimisation**: Simple-to-use GUI-based SIP trunk integration and optimisation tool allows quick modification of policies to adapt to changes within the Enterprise network
- **Scalable**: Up to 2000 sessions
- **Open standards & Multi-vendor support**:
  - Extensive, ongoing testing and certification with select multi-vendor call servers, end-points and networks
  - Support for Avaya, Asterisk, Interactive Intelligence, Cisco, Siemens & Microsoft to name a few
  - End-point support for Avaya, Counterpath, Cisco, HTC, Polycom, Samsung etc
  - Support for many different SIP Trunk providers
- **Upgradeable:** The Avaya SBCE can be upgrade to the more advanced Avaya SBCAE to provide a more thorough and rounded UC security solution for the Enterprise network.

Avaya Session Border Controller Advanced for Enterprise (SBCAE)

The Avaya SBCAE is essentially a much more advanced version of the SBCE. Boasting all of the features of the Avaya SBCE, this product adds UC security functionality in three key:

- **Access Control:** Provides secure authentication and therefore VPN-less secure access for off-net workers. Without going into large amounts of technical detail here – which could be largely beyond the comprehension of the audience – the key from a sales perspective is how this feature relates to and helps to enable other key areas of the portfolio. Consider for a moment Avaya Flare for iPad. You're sitting in Starbucks, drinking your Americano and you're connected to the free WiFi. You are about to make use of the Flare technology to hop on a conference call but wait!! Where is the VPN client to connect you to the corporate communications network to allow you to use Flare?? With access control, users can be authenticated onto the network without the need to VPN technology and clients to be present. The benefit here is to allow much quicker, easier deployment and take up of applications such as Flare and one-X Communicator
- **Threat Mitigation:** This is all about ensuring that the enterprise communications network is protected from those unscrupulous individuals who would use 'spoofed' SIP communications in order to gain access to and carry out an attack. Attacks can be many and varied and will, at the very least ensure that the business experiences downtime and disruption. The SBCE mitigates against these attacks.
- **Policy Enforcement:** This help a business meet and exceed its compliance requirements. For example, where there is a need to ensure recording of calls, the SBCE can continue to protect the Enterprise UC infrastructure whilst ensuring that traffic is not impeded by working with the chosen recording application. This can also ensure that policies governing what users can access in terms of the network can also be enforced when connecting remotely.

Avaya ESBCA Remote User Deployment



DevConnect

The DevConnect Program is Avaya's main resource for providing new applications and services to customers through relationships with leading edge developers around the world. Through developer education, support, and compliance testing, the DevConnect Team provides the answers to solution needs and enhances Avaya's ability to reach and satisfy global customers.

Avaya's DevConnect Program offers opportunities to Developers, System Integrators, Service Providers and Customers through multiple membership levels:

- **Registered**: Open to anyone interested in working with Avaya. Limited support and education is offered to members in order to help them begin the development process and create an application/service. Members at this level have not tested their application with Avaya.
- **Gold**: This level is open to companies that have a generally available product, or have developed products that interface with one or more Avaya solution. Gold members test their products (per Avaya DevConnect guidelines) for reliable interoperability with specific versions of Avaya product families.
- **Platinum**: Platinum members work synergistically with Avaya to develop long-term selling strategies for their products and services. Platinum members also undergo compliance testing as a way to validate their products' interoperability with the Avaya family of products.
- **Customer Developers**: Avaya customers developing custom/in-house applications that enhance applications and features on Avaya's portfolio of platforms and solutions can obtain support and testing through the DevConnect Program.
- **Compliant Tested Logo**: Be sure to look for the DevConnect Compliant Tested Logo when working with a third party for solutions. Only compliant tested solutions through the DevConnect Program ensure member solutions remain compliant with the latest Avaya product releases.

More Information:

Vertical alignment: DevConnect solutions are generally aligned to key vertical markets:

- National & Local Government
- Banking
- Telecommunications
- Healthcare
- Insurance
- Finance

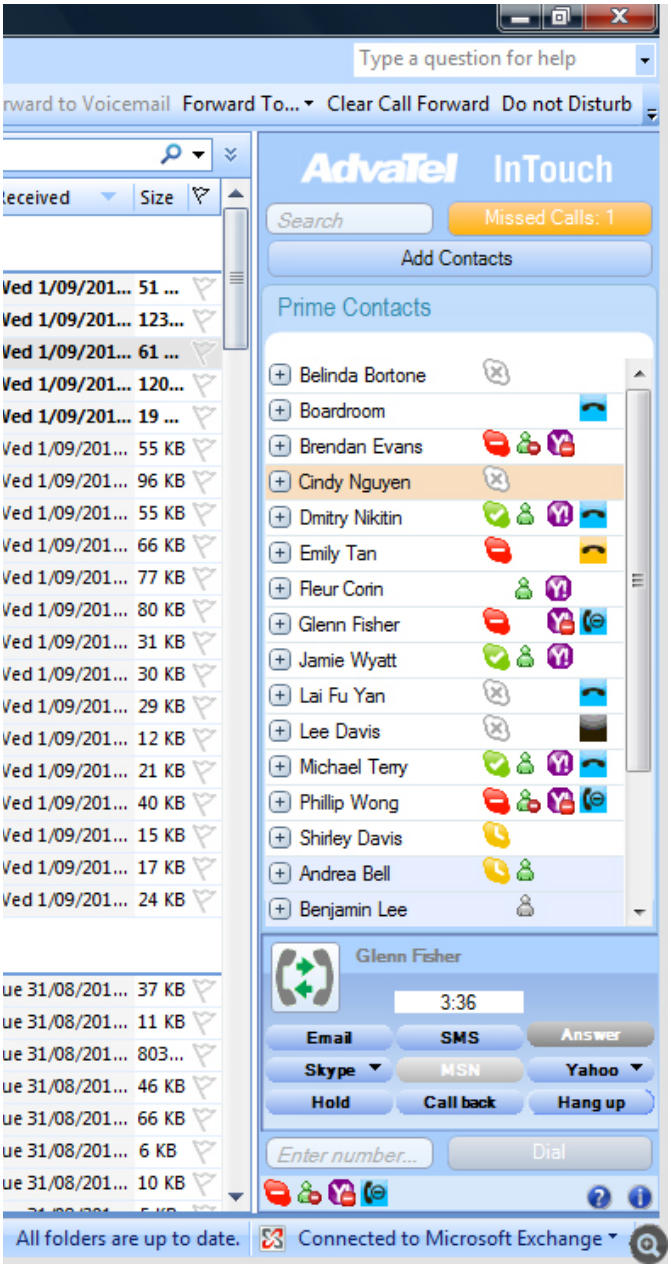
Where to find more detailed information: There are many DevConnect partners around the globe. You can find more information on the Avata business Partner Portal:

- **Avaya Business Partner Portal:** Through the Avaya BPP you can access the DevConnect portal. From here you can locate specific DevConnect partners based on the solution requirements you have.

Recommended: DevConnect partner solution help to add significant value to Avaya solutions and can help you to significantly differentiate your solutions from the competition.

AdvaTel InTouch

InTouch is designed to address the needs of SMEs to deliver enhanced UC features and enhanced productivity in a simple Microsoft Outlook Plug-in. InTouch allows users to communicate with internal and external contacts easily across multiple platforms of communication via Telephony, Microsoft Outlook, Skype, MSN, and Yahoo.



Ten Reasons to Deploy InTouch:

- **A full Outlook plug-in**: always there when required; not a separate application
- **Integration**: It incorporates both internal & external contacts in the one single package - ideally suited to the communication pattern of SMEs
- **Automatic Outlook calendar mining**: indicates to others (both internally and externally) your "in a meeting" or your "out of office" availability
- **Consolidate your presence**: InTouch federates your presence to all of your contacts via PBX, Skype, MSN and Yahoo so your external as well as your internal contacts know how best to communicate with you at any specific moment in time
- **Glance Management**: Your Prime Contacts (a combination of internal and external) are at the top of your list so you see their current status without having to search – we call it "glance management"
- **Call Back reminders**: InTouch has Call Back reminders so you never miss calling someone back again.
- **Easily Deployable**: No server or IT department required to understand or install - extremely intuitive in operation. Use it as you would Outlook – the design criteria
- **InTouch Toolbar**: The InTouch toolbar displays all real-time communication options associated with an email sender, all within an unopened e-mail - e.g. e-mail, phone numbers, IM, schedule-a-call, SMS Text etc.
- **Status Notifications**: You can set a POUNCE on contacts that are off line so when they come back on-line in any form you will be notified with a special screen pop.
- **And saving the best to last**: it is way ahead of what all the opposition SME PBX switches have to offer

AVAYA

plantronics®

"Why Plantronics?

Today's business environment is evolving to a new virtual and mobile workspace, enabling greater flexibility and easier communication. As a result, companies are turning to unified communications (UC) platforms to optimise collaboration. Because UC audio devices - including corded headsets, wireless headsets, speakerphones and so on - change the way users perform business communication, it's essential to ensure they meet your company objectives, goals, culture, and user needs. Developing IT processes and best practises is key to selecting the right UC audio devices, minimising the impact on infrastructure, and ensuring successful integration with your UC platform.

Improved call quality

The latest market leading Plantronics headsets – unlike consumer headsets that emphasise bass sounds – have a frequency response curve that compensates by boosting the 'lost' high-frequency signals to produce a clearer call.

Wideband Technology

Traditional telephones provide around 15% of the information in human speech – wideband technology on the latest Plantronics headsets captures 33%, so users hear more detail, more clarity and more warmth on VoIP calls.

Flexible Connectivity

Plantronics headsets support multiple types of telephony connectivity ranging from corded headsets to cordless headsets using Bluetooth or DECT technology allowing the wearer freedom and flexible movement.

Elimination of background noise

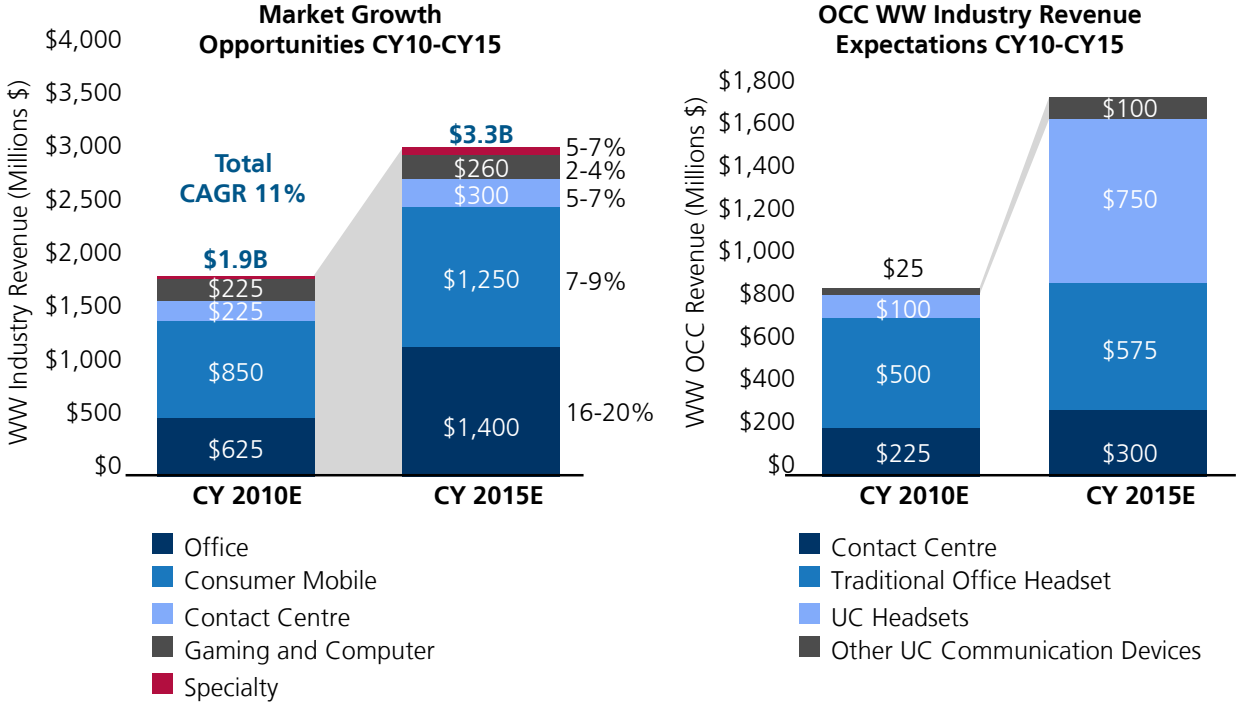
Noise cancelling microphones, placed close to the mouth with a highly adjustable boom, now help to eliminate the intrusive background noises that can affect home and mobile workers.

Productivity

A recent study showed that headsets can increase productivity in the office alone of up to 43% with time intensive tasks such as note taking or checking documents during telephone calls are simplified and carried out faster.

Health and Safety

Plantronics SoundGuard and SoundGuard DIGITAL technology ensures that workers are protected against sudden spikes in noise and excessive day to day sound exposure.



Growth rates may vary with economy, consumer adoption rates, competition and resulting price levels plus other factors.
Sources: Frost & Sullivan, Strategy Analytics, NPD Intellect, Gartner, GFK and Company estimates.

Product overview

	Voyager Pro UC	Calisto 800 Series	Savi 700 Series	Savi 430	Blackwire 300	Blackwire 420	Blackwire 600
Technology	Bluetooth	Bluetooth	DECT/Bluetooth	DECT	Corded	Corded	Corded
Key Target Group	Mobile Users using PC and mobile audio	Home/Office workers	Professionals using a mix of PC/mobile and desk phones	PC users	Users with occasional PC communication	Users requiring a portable PC headset for multiple work locations	Users with extensive PC communications
Connects to	PC/Mobile	PC/Mobile/ Landline	PC/Mobile/ Landline	PC	PC via USB	PC via USB	PC via USB
Wearing Style	Over-the-ear	Speakerphone	Over the ear/ Over the head/ Convertible	Over-the-ear	Monoaural/ Binaural	Binaural	Monoaural/Binaural
Audio Performance	Mono/PC Wideband	Wideband/Full Duplex	Wideband/Full Duplex	Mono/PC Wideband	Wideband Stereo	Wideband Stereo	Wideband Stereo
Hearing Protection	SoundGuard	×	SoundGuard	SoundGuard	SoundGuard	SoundGuard	SoundGuard
Noise Reduction	✓	✓	✓	✓	✓	✓	✓
Call Control	Call answer/end, mute, volume +/-	Wireless microphone: call answer/end, mute	Call answer/end, mute, volume +/-	Call answer/ end, mute, volume +/-	Call answer/end, mute, volume +/-	Call answer/end, mute, volume +/-	Call answer/end, mute, volume +/-
Range	10m	10m (mic)	120m	120m	N/A	N/A	N/A
Echo Cancellation	✓	✓	×	×	×	✓	✓

plantronics®

Voyager Pro+

plantronics®

A day in the life...

plantronics®

Voice Technology

plantronics®

Audio for UC

Voyager PRO UC

Unify your communications on the go like never before with the next generation Voyager PRO UC system.

- Connects PC and mobile communications together
- Simple one touch call control
- Wideband technology
- Smart Sensor technology lets you answer calls by putting on your headset and automatically updates your softphone presence so colleagues know your availability.
- If your headset is out of reach, incoming calls are automatically transferred between mobile phone and headset.
- Two noise-cancelling microphones on a boom
- Listen to your favourite music and podcasts or stream GPS directions on your mobile

Calisto 800 Series

Experience a whole new way to manage your PC, mobile and home* phone calls with the Calisto 800 Series multi-device speakerphone system.

- 2.4" colour display and a touch sensitive dial pad
- Easy caller ID viewing, dialling, answering, switching, and muting across devices for call control
- Excellent audio quality and superior background noise cancellation.
- Unique wireless lapel microphone
- Full duplex wideband audio support and advanced noise cancellation

Savi 700 Series

Savi Office is the wireless headset system built to unify voice communications.

- Three-way connectivity lets you easily switch and mix audio between PC, mobile and desk phone calls
- Automatically routes mobile audio to whichever device you pick up: headset or mobile
- Easily transfer audio between headset and mobile phone to take calls on-the-road
- UC presence automatically updated when on a PC, mobile or desk phone call
- Energy efficient adaptive power system optimises for range and talk time
- Conference in three additional headsets and guests can continue through multiple calls
- The Savi 740 is the tightest DECT wireless headset on the market
- Three comfortable, customisable wearing styles
- Hot swappable battery* for unlimited talk time
- Advanced wideband audio using CAT-iq technology for high definition voice quality
- Noise-cancelling microphone reduces background noise interruptions
- Enhanced Digital Signal Processing (DSP) provides more natural voice sounds

Savi 430

The Plantronics Savi 430 is a wireless headset system for laptop centric professionals using PC softphones and multimedia.

- Savi 430 offers the highest quality audio with DECT technology built-in to the USB adapter
- Wideband support offering superior audio quality
- Excellent battery life with adaptive power usage for extended talk time.
- The DECT USB adapter has 180° articulation for optimal positioning & storage
- Control call answer/end, volume and mute with a single button
- Digital Signal Processing (DSP) provides more natural voice sound
- SoundGuard™ technology mitigates audio spikes
- Conference in up to three additional Savi headsets on a call for improved efficiency
- Improve PC communications with the only portable DECT USB headset on the market, offering exceptional HD-voice quality and hands-free mobility.
- Noise-cancelling microphone filters out background noise

Savi Go

Bluetooth wirelessly connects to Microsoft Office Communicator 2007, Microsoft Lync Server 2010 and your mobile phone.

- One-touch multifunction call control:
- Call answer/end/volume adjust/mute controls on one button
- In-use indicator light: Button lights up when phone is in use
- Extended boom with noise-cancelling microphone for clearer calls
- Convertible wearing styles for customisable comfort and fit

Savi W440

The Savi W440 is the world's first convertible DECT wireless headset system for mobile centric professionals using PC softphones and multimedia.

- World's Lightest DECT headset weighing only 22gms
- Ear loop, neckband or headband wearing styles
- Unlimited talk time using hot swappable batteries
- Intuitive buttons for simple volume adjustment, dedicated mute functionality and call answer / end
- Easy magnetic docking to ensure headset is properly docked and charging
- Optimised for Microsoft Lync

Blackwire 420

At home, in the office, or on the road, the corded Blackwire 420 headset lets mobile professionals enjoy crystal clear PC audio anywhere work happens.

- Durable and stowable headset provides users with the freedom to experience PC audio, through a high quality headset, anytime, anywhere.
- Noise-cancelling microphone limits outside noise interruptions, ensuring great audio quality and easing listener fatigue
- Echo cancellation for full-duplex speakerphones when both the microphone and speaker are on at the same time
- Wideband microphone and Hi-Fi audio with stereo sound.
- SoundGuard technology provides protection against audio spikes
- Easy volume adjustment with +/- and mute button, that syncs with Windows audio controls, simplifies operation

Blackwire 600 series

For those who spend hours each day on long conference calls, webinars and video conferencing, the exceptional voice clarity and all-day comfort of the Blackwire 600 Series make communications more effective and productive.

- Flexible boom with noise-cancelling microphone
- Digital wideband telephony
- Monaural (single earpiece) or binaural (dual earpiece) style
- Features generously padded ear cushions for optimal comfort during phone-intensive tasks
- SoundGuard™ protects against instantaneous sound spikes
- Call controls include call/answer/end button for easy call management

Blackwire 300

An economical headset with high-quality audio and comfort.

- Noise-cancelling microphone limits outside noise, ensuring great audio quality and easing listener fatigue
- Digital Signal Processing and wideband frequency optimises audio for more natural voice quality
- Hi-Fi audio with stereo sound optimises music and video quality
- Wideband microphone provides the best PC audio telephony available
- Easy to use inline controls equipped with call answer/end, mute and volume +/-
- Choose total-focus sound reduction (binaural design) or converse easily with co-workers while wearing the
- headset (monaural design)
- Available in monaural (310) and binaural (320) wearing styles
- SoundGuard™ protects against instantaneous sound spikes above 118dBA

Plantronics Configuration Guide

Corded headset solutions

1603, 5402

14XX, 54XX, 56XX

16XX, 96XX

37XX Dect

Headset port call control by removing/ replacing the telephone receiver

Connection Port on headset.

Call control button on the terminal device

Call control button on the DA45 / Blackwire

Amplifier: M12/A

P/N 33413-11

Cable: HIC1 HIS

P/N 49323-44 P/N 72442-41

Cable: 2.5mm to QD

P/N 64279-02

DA45

P/N 77559-42
(Requires Plantronics software)
Call control button on DA45/Blackwire

Entera

SupraPlus

EncorePro

Blackwire 300

Blackwire 420

Blackwire 600

Wireless headset solutions

1603, 5402

54XX, 56XX

14XX, 16XX, 96XX

3725 Dect

Call control button on the headset

Mechanical Hookswitch

Electronic Hookswitch

Call over the headset only possible ACM
Requires Plantronics Software

For Savi Office Products

Handset-Lifter HL10 straight plug P/N 60961-35

APV-65 P/N 38633-01

APV-62 P/N 38734-01

For CS Products

APV-6B P/N 83682-01

APV-6A P/N 83681-01

Savi Office

W740

W730

W720/710

CS Products

CS500 Series

Savi W430

D100 +WHX

Savi Go WG100

Voyager PRO UC B230

Compatible with Savi Office Series

Headset Summary

plantronics

	Desk Centric	Office Centric	Mobile Centric
	• Mostly desk-based • Noisy environment • All day wearing comfort	• In-office mobility • 150m wireless range • PC, Desk and mobile	• Full mobility • Mobile appearance • Multiple devices
BEST	Savi W720	WH500	Voyager Pro UC
BETTER	BlackWire 600	Savi 430	Savi W440
GOOD	Blackwire 300	BlackWire 600	BlackWire 420
OTHER	Callisto 800		

To find out more go to:
www.plantronics.com

Jabra®

AVAYA

Why Jabra?

For call clarity & safety

Jabra headsets have superior audio quality, allowing you to experience the true sound of UC. Wideband sound greatly improves voice definition; a PeakStop feature eliminates loud noises above a certain frequency; noise cancelling microphones minimise background noise.

For simplicity

Jabra has developed a series of Multiuse solutions that work with all your devices. Now you only need one headset for your laptop, handheld device, mobile and desk phone.

For easy plug & play

Jabra has a full portfolio of headset solutions, which offer UC compatibility with systems from Avaya, Cisco and IBM – and a full suite of headsets optimised for Microsoft Office Communicator 2007 and Lync 2010.

For freedom of movement

A recent study showed that more than half of office workers missed important calls when they were away from their desk. With a Jabra headset, you hear a ring tone in your ear and can answer, wherever you are!

For comfort and efficiency

In the UC-enabled world, your headset will become an indispensable working tool. Already, 8 out of 10 people say they work more effectively with a Jabra headset, which has been ergonomically designed for maximum comfort.

For the future

Jabra UC Ready headsets also work with existing PSTN telephony. When ready, you can move over painlessly to the new USB based Unified Communications systems

Jabra®

Jabra - Innovator leader in headsets

Product overview

	Jabra PRO 900 Series	Jabra PRO 9400	Jabra GO 6400	Jabra GN 9330e USB	Jabra DIAL 520	Jabra SPEAK 410	Jabra BIZ 2400	Jabra GN 2000 Series	Jabra UC Voice 550
Technology	DECT	DECT / Bluetooth	Bluetooth	DECT	Corded	Corded	Corded	Corded	Corded
Key Target Group	Office based staff	Office based staff	Mobile centric staff	Office based staff	Desk based staff	Office and Mobile based staff	Desk based staff	Desk based / frequent UC users	Desk based / light to medium use
Connects to	PC/Mobile/ Landline	PC/Mobile/ Landline	PC/Mobile/ Landline	PC	PC	PC	Mobile/PC	PC	PC
Wearing Style	Headband, earhooks & neckband: Mono/Binaural	Headband, earhooks & neckband: Mono/ Binaural	Headband, earhooks & neckband	Headband, earhooks & neckband	Handset	Speaker-phone	Headband Monoaural / Binaural	Headband Monoaural / Binaural	Headband Monoaural / Binaural
Audio Performance	Wideband	Wideband	Wideband	Mono/PC Wideband	PC/Wideband	Full Duplex / Wideband	Wideband	Wideband	Wideband
Hearing Protection	Jabra SafeTone	Jabra SafeTone	Jabra SafeTone	Jabra SafeTone	×	×	Jabra SafeTone	Peakstop Technology	Peakstop Technology
Microphone Noise Reduction	Noise cancelling	Noise cancelling	Noise Blackout	Noise cancelling	×	×	Noise cancelling	Noise cancelling	Noise cancelling
Call Control	Call answer/ end, mute, Call Park	Call answer/ end, mute, Call Park	Call answer/ end, mute, Call Park	Call answer/ end, mute	Call answer/ end, mute	Call answer/ end, mute	Call answer/ end, mute	Call answer/ end, mute	Call answer/ end, mute
Range	120m	150m	100m	120m		N/A	N/A	N/A	N/A
Echo Cancellation	×	×	×	×	×	✓	×	×	×

Jabra PRO™ 9400 Series

- Wireless DECT
- Touch screen & touch sensors for easy setup and intuitive call control
- Switch seamlessly between 2 or 3 devices depending on model
- Park on-going call and switch between all devices
- Call merging on all devices
- Conference mode
- Headband, earhooks and neckband
- Jabra SafeTone hearing protection
- Superior audio experience with wideband sound, DSP and 2 microphone Noise Blackout

Jabra Supreme UC

- Optimised for all leading UC platforms and latest generation softphones
- Jabra LINK™ 360 Bluetooth® USB adapter – Easy PC connectivity for UC calls
- Multiuse™ - connects to 2 Bluetooth devices simultaneously
- Active Noise Cancellation – removes ambient noise for the headset user

Jabra GN9300 Series

- Wireless DECT
- Dual connectivity depending on model
- Digital Signalling Processing and IntelliTone ensure constant call clarity
- Jabra SafeTone for Jabra GN9350e
- Multi-unit conference call capability (only Jabra GN9350e)
- Noise-cancelling microphone
- Headband, earhooks and neckband
- Jabra SafeTone hearing protection (only on Jabra 9350e)

Jabra PRO™ 900 Series

- Wireless DECT
- Separate call-control button ensures intuitive call handling
- Talk all day. No need to charge headset during working hours
- Reduces need to charge headset
- Up to 120m office range
- Hear and be heard more clearly with digitally enhanced speech
- Headband, earhooks and neckband
- Conference mode
- Jabra SafeTone hearing protection

Jabra®

Jabra PRO 900 Series

Jabra DIAL™ 520 MS

- Corded
- Simple, intuitive user interface, ideal to ease transition to UC
- Professional performance and great value
- Great portability
- Call answer/ end mute, volume
- Handset
- LCD showing call details

Jabra SPEAK™ 410 UC

- Corded
- Full duplex and true wide band sound
- Omni-directional 360° mic
- Integrated cable management
- Call answer/ end, mute, volume
- Speakerphone and headset port

Jabra BIZ™ 2400 USB Series

- Corded
- Hi-Fi audio quality with Neodymium speakers
- Gold contacts for crystal-clear voice transmission
- Kevlar-reinforced cord for maximum strength
- Break-proof boom with 360 degree rotation
- Bluetooth connection for mobile phones
- Call answer/end, mute, volume, two programmable soft buttons
- Headband
- Noise-cancelling microphone
- Jabra SafeTone hearing protection

Jabra®

Adding value to your Avaya UC and phone solutions with Jabra headsets

Jabra UC Voice 550

- Corded
- Designed for light-to-medium use
- Classic leatherette design
- Soft leatherette padding on the headband
- Comfortable leatherette ear cushions
- Intuitive call-control unit for fast user adoption
- Optimised with all leading Unified Communications platforms

Jabra GN2000 USB Series

- Corded
- Durable headset design to ensure high productivity and long service life
- Self-adjustable soft leatherette ear cushions for greater comfort
- Call answer/end, mute, volume
- Headband
- Noise-cancelling microphone
- Mono/duo speakers

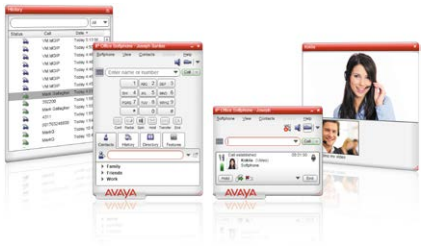
Jabra Configuration Guide

Corded headset solutions

24XX, 54XX, 56XX

14XX, 95XX, 16XX, 96XX

37XX Dect



Multi Purpose Amplifier: GN8000, GN8050 or GN8210

Cable: GN1216

Cable: 1005143

Cable: LINK 280

GN2100

BIZ 2400

GN2000

GN1900

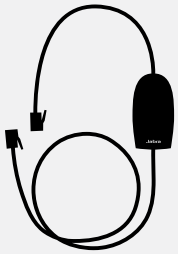
UC Voice 550

Wireless headset solutions

5420, 56XX

5410, 14XX, 95XX, 16XX, 96XX

Electronic Hook Switch: LINK 14201-19



Remote Handset Lifter: GN1000 (Phone Dependent)

Electronic Hook Switch: LINK 14201-20

PRO™ 9400 Series

GO™ 6400 Series

GN9350e/GN9330e

GN9120 Series

Headset Summary

Jabra®

	Desk Centric	Office Centric	Mobile Centric
	• Mostly desk-based • Noisy environment • All day wearing comfort	• In-office mobility • 150m wireless range • PC, Desk and mobile	• Full mobility • Mobile appearance • Multiple devices
BEST	BIZ™ 2400 USB	PRO™ 9400	GO™ 6470
BETTER	GN2000 USB	GN9350e	Supreme UC
GOOD	UC Voice 550	PRO 900	
OTHER	SPEAK™ 410	DIAL™ 520	

To find out more go to: www.jabra.com

Technical Specifications

Table 1: 1400 / 1600 Series Terminal Specifications			
	14/1603	14/1608	14/1616
Backlit Display:	✓	✓	✓
Display Detail (Row/Characters):	2/16	3/24	4/24
Hearing Aid Compatible:	✓	✓	✓
Line Appearance/Feature Keys:	3	8	16
Line/Feature Key Dual LEDs (Red & Green):	✓	✓	✓
2-Way Speakerphone:	✓	✓	✓
Message Waiting Indicator:	✓	✓	✓
Dual Position Flip Stand:	×	✓	✓
Wedge Stand:	✓	×	×
4-way Navigation Cluster button:	×	✓	✓
3 Context Sensitive buttons:	×	✓	✓
Volume Button (Separate levels in handset, speaker and ringer):	✓	✓	✓
Quick-access voicemail button:	×	✓	✓
Telephony application button:	×	✓	✓
Avaya Menu button:	✓	✓	✓
Contacts button:	×	✓	✓
Call log button:	×	✓	✓
Redial button:	✓	✓	✓
Speaker button:	✓	✓	✓
Mute button:	✓	✓	✓
Hold button:	✓	✓	✓
Conference button:	✓	✓	✓
Transfer button:	✓	✓	✓
Drop button:	✓	✓	✓
Headset Interface:	×	✓	✓
Primary Ethernet Interface (10/100Mbps):	✓	✓	✓
Secondary Ethernet Interface – Support for PC (10/100Mbps):	×	✓	✓
Module Interface for 32 button module:	×	×	✓
Optional PoE 802.3af adapter:	✓	×	×
Direct PoE Support:	×	✓	✓
Optional 5v local power supply:	✓	✓	✓
Wall Mount available:	×	✓	✓
Maximum Contact Records:	N/A	100	100
Maximum Call Log Records:	N/A	100	100
Codec support:	G.711, G.726, G.729A/B	G.711, G.726, G.729A/B	G.711, G.726, G.729A/B
Language support:	English, French, Spanish, German, Italian, Dutch, Portuguese, Russian		

Table 2: 5400 Series Terminal Specifications			
	5402	5410	5420
Display Detail (Row/Characters):	2/24	5/29	7/29
Hearing Aid Compatible:	✓	✓	✓
Fixed Feature Keys:	2	10	10
Programmable Feature Keys:	14	12/24	24
2-Way Speakerphone:	×	✓	✓
Message Waiting Indicator:	✓	✓	✓
Dual Position Flip Stand:	×	✓	✓
Wall Mountable:	✓	✓	✓
Message Waiting Indicator:	✓	✓	✓
Headset socket:	×	✓	✓
Volume Button:	✓	✓	✓
Voicemail Message button:	×	✓	✓
Embedded Speed Dials:	×	✓	✓
Embedded Call Log:	×	✓	✓
Personalised Ring Patterns:	✓	✓	✓
Adjustable Desk Stand:	×	✓	✓
Redial button:	✓	✓	✓
Conference button:	✓	✓	✓
Transfer button:	✓	✓	✓
Drop button:	✓	✓	✓
Speaker button:	✓	✓	✓
Hold button:	✓	✓	✓
Mute button:	✓	✓	✓
Headset button:	×	✓	✓
Optional EU24 Expansion:	×	×	✓
Connection:	DS	DS	DS
Power Supply:	DS	DS	DS

Table 3: 9600 Series IP Terminal Specifications

	9608	9620L	9620C	9621G	9630G	9640	9640G	9641G	9650	9650C
Touch Screen:	×	×	×	✓	×	×	×	✓	×	×
VGA quality greyscale backlit display:	✓	✓	✓	×	✓	×	×	×	✓	×
VGA quality full colour backlit display:	×	×	×	✓	×	✓	✓	✓	×	✓
Adjustable display:	×	✓	✓	✓	✓	✓	✓	✓	✓	✓
Hearing aid compatible:	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Line appearance keys:	8	0	0	O.S.	6	6	6	O.S.	3	3
Line appearance key LEDs:	×	×	×	O.S.	✓	✓	✓	O.S.	✓	✓
Full-Duplex Wideband Speakerphone:	×	✓	✓	✓	✓	✓	✓	✓	✓	✓
Message Waiting Indicator:	2	2	2	2	2	2	2	2	2	2
Dual Position Flip Stand:	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Wall mount option:	✓	✓	✓	×	✓	✓	✓	×	✓	✓
4-way navigation cluster button:	✓	✓	✓	×	✓	✓	✓	×	✓	✓
Context sensitive buttons:	4	4	4	0	4	4	4	0	4	4
Transfer option:	✓	✓	✓	O.S.	✓	✓	✓	O.S.	✓	✓
Volume button:	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Telephony application button:	×	✓	✓	×	✓	✓	✓	×	✓	✓
Avaya Menu button:	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Forward/Mobility button:	×	×	×	✓	✓	✓	✓	✓	×	×
Home button:	✓	×	×	✓	×	×	×	✓	×	×
Message button:	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Speaker button:	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Headset button:	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Contacts button:	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Call log button:	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Native Gigabit option:	×	×	×	✓	✓	×	✓	✓	✓	✓
Gigabit Module support:	×	✓	✓	×	×	✓	×	×	×	×
Primary Ethernet Interface (10/100Mbps):	✓	✓	✓	×	×	✓	×	×	×	×
Primary Ethernet Interface (10/100/1000Mbps):	×	×	×	✓	✓	×	✓	✓	✓	✓
Secondary Ethernet Interface – Support for PC (10/100Mbps):	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Module Interface for 24 button module:	✓	×	×	✓	✓	✓	✓	✓	✓	✓
Amount of 24 button modules supported:	3	0	0	0	3	3	3	3	3	3
Direct PoE (802.3af) Support:	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
PoE Class:	1	1	2	2	2	2	2	2	2	2
Adapter interfaces (For Bluetooth and Gigabit modules):	✓	✓	✓	×	✓	✓	✓	×	✓	✓
Integrated Bluetooth:	×	×	×	✓	×	×	×	✓	×	×
USB interface (Supports USB 1.1 thumb drives for personal contacts download):	×	✓	✓	×	✓	✓	✓	×	✓	✓
Wideband headset interface:	✓	×	×	✓	✓	✓	✓	✓	✓	✓
Standard headset interface:	×	✓	✓	×	×	×	×	×	×	×
Maximum Contact Records:	100									
Maximum Call Log Records:	30									
Call appearance:	8	12	12	5	24	24	24	5	24	24
Optional local power supply:	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Codec support:	G.722, G.711, G.726, G.729A/B (G.729 not available in SIP)									
Language support:	English French Spanish	German Italian Dutch	Portuguese Russian Cyrillic Japanese (Hanji, Hiragana, Katakana)					Simplified Chinese, Korean Hebrew		
Speech dialling language support:	English (UK & US) French	Spanish German Italian	Dutch Portuguese (Brazillian)							

O.S. = On Screen

Table 4: Dect R4 Phones

	Telephone	3720 DECT Telephone	3725 DECT Telephone	3740 DECT Telephone	3749 DECT Telephone
Keys:	Keypad	✓	✓	✓	✓
	Hook on/off buttons	✓	✓	✓	✓
	Softkeys	3	3	3	3
	Navigation cluster	4-way	5-way	4-way	4-way
	Volume buttons		✓	✓	✓
	Mute button		✓	✓	✓
	Alarm button		✓	✓	✓
Display:	Display, illuminated	112 x 115 pixels, Black and white	128 x 160 pixels, 64K colors	128 x 160 pixels, Black and White	128 x 160 pixels, 64K colors
	Battery indicator	✓	✓	✓	✓
	Signal strength indicator	✓	✓	✓	✓
	Time and date display	✓	✓	✓	✓
Audio:	Handsfree	✓ 2-way speakerphone		✓ 2-way speakerphone	
	Headset interface 2.5 mm	✓		no, IP65 compatible special plug	
	Bluetooth 2.0 Headset profile	×	✓	×	✓
	Supported Ring tones	14	14	14	14
	Ring tone volume	8 levels		8 levels	
	Vibration	✓		✓	
	Ringing options	Ring, Vibration, visual		Ring, Vibration, visual	
	Usage profiles	supported		supported	
	Keys beep	✓ selectable		✓ selectable	
	Volume control	8 levels	8 levels	8 levels	8 levels
Features	Message LED (Red-green)	✓	✓	✓	✓
	Call log (Local)	25 entries	25 entries	25 entries	25 entries
	Local Directory/Contacts	250	250	250	250
	Access to IP Office Directory	Possible[1]	Possible[1]	Possible[1]	Possible[1]
	Support of Text Messaging	×	Optional[1]	Optional[1]	Optional[1]
	Phone lock	pin protected	pin protected	pin protected	pin protected
	Keys lock	✓	✓	✓	✓
	Programmable "in Call Feature" menu	10 functions	10 functions	10 functions	10 functions
	Programmable "Call Services" Menu	10 functions	10 functions	10 functions	10 functions
	GAP compliant	✓	✓	✓	✓
Hardware:	Battery	Lithium Polymer	Lithium-Ion	Lithium-Ion	Lithium-Ion
	Standby/Talk time - No Bluetooth	160/16 hours	120/20 hours	150/18 hours	80/10 hours
	Standby/Talk time - with Bluetooth	N/A	120/13 hours	N/A	150/18 hours
	Charge time	4 hours	4 hours	4 hours	4 hours
	Dust/Liquid Protection level		IP 44	IP 65	IP 65
	Ruggedness	IEC 68-2-32, procedure 1, dropped 12 times from 1 metre		IEC 68-2-32, procedure 1, dropped 12 times from 2.0 m	
	Intrinsically save design (for use e.g. in mining, chemical industry, gas-stations)	×	×	×	✓
	Size	133 × 53 × 24mm	134 × 53 × 26 mm	143 x 59 x 29 mm	143 x 59 x 29 mm
	Weight	115 g (battery and clip included	130 g (battery and clip included)	180 g (battery and clip included)	180 g (battery and clip included)
	Belt clip options	none, standard, swivel		none, standard, swivel	

1. Requires AIWS Server for integration with IP Office

2. Language supported on phone, IP Office menu items might appear in English.

Table 5: IP DECT specifications & capacities

Base Stations	
Ethernet:	• 10/100 BaseT connection, • Power over LAN support (802.3af, Class 0) • IP v4 • Optional SNMPv1/v2c
Power (RFP32 – Indoor):	• Power over LAN (802.3af, Class 0) • 240 V AC Adapter • Current consumption: 120 mA, • Power: 6 W
Power (RFP34 – Outdoor):	• Power over LAN only • Current consumption: 120 mA • Power: 6 W
Weight & Dimensions (RFP32 – Indoor):	• Weight: 417 grams (w/o AC Adapter) • Dimensions: W x H x D (151 x 101 x 32 mm)
Weight & Dimensions (RFP34 – Outdoor):	• Weight: 970 grams • Dimensions: W x H x D (240 x 260 x 60 mm)
Temperature and Humidity (RFP32 – Indoor):	• Ambient temperature: -5 Degrees C to +45 Degrees C • Relative humidity: 5 to 95% (non condensing)
Temperature and Humidity (RFP32 – Outdoor):	• Ambient temperature: -25 Degrees C to +55 Degrees C • Relative humidity: 5 to 95% (non condensing)

Table 6: Windows Operating System Support

The following table gives a summary of the Server & Client Operating Systems (OS) on which various IP Office applications are tested and supported for IP Office Release 8.

IP Office Applications	Client Systems						Server Systems		
	XP Pro		Vista		Windows 7		2003	2008 / 2008 R2	
	32	64	32	64	32	64	32	32	64
Preferred Edition Server	✓	×	✓	×	✓	✓	✓	✓	✓
...with UMS	×	×	×	×	×	×	✓	✓	✓
...with Campaigns	×	×	×	×	×	×	✓	✓	✓
Preferred Edition Client	✓	✓	✓	✓	✓	✓	✓	✓	✓
ContactStore	×	×	✓	×	×	×	✓	✓	×
one-X Portal for IP Office	×	×	×	×	×	×	✓	✓	✓
Customer Call Reporter	×	×	×	×	×	×	✓	✓	✓
SoftConsole	✓	×	✓	✓	✓	✓	×	×	×
IP Office Manager	✓	✓	✓	✓	✓	✓	✓	✓	✓
System Monitor	✓	✓	✓	✓	✓	✓	✓	✓	✓
System Status Application	✓	✓	✓	✓	✓	✓	✓	✓	✓
TAPI - 1st Party	✓	✓	✓	✓	✓	✓	✓	✓	✓
TAPI - 3rd Party	✓	✓	✓	✓	✓	✓	✓	✓	✓
Phone Manager Lite/Pro	✓	×	✓	×	✓	✓	×	×	×
Phone Manager IP	✓	×	✓	×	✓	✓	×	×	×

Table 7: Browser Application Support

The following table gives a summary of web-browsers which have been tested by Avaya on various IP Office applications for IP Office Release 7.

IP Office Applications	IE	Firefox	Opera	Chrome	Mac Safari
Application Server	✓8+	✓3+	✓10+	×	✓3.2+
Voicemail Pro UMS	✓8+	✓3+	×	×	✓3.2+
one-X Portal for IP Office	✓7 & 8 only	✓3+	✓10+	✓	✓3.2+
Customer Call Reporter	✓8+	✓3.6+	✓10+	✓	✓3.2+
ContactStore 7.8	✓8+	×	×	×	×
System Status Application	✓8+	✓3+	×	×	×

Notes:

- Vista support is only on Business, Enterprise and Ultimate versions
- Windows 7 support is only on Professional, Enterprise and Ultimate versions
- IP Office Release 8.0 applications are supported while running on the following virtual servers:
  - VMWare
  - Microsoft Virtual Server
  - Microsoft Server Hyper-V

Table 8: Capacities

Voicemail	IP Office Preferred Edition	IP Office Essential Edition
Number of Mailboxes supported	No Limit - Limited only by IP Office configuration.	Limited only by IP Office configuration.
Maximum Number of Concurrent Calls (ports)	Up to 40 dependent on license and platform (IP Office - IP406 V2 =20, IP412=30, IP500 = 40).	6 simultaneous calls on IP500v2 4 simultaneous calls on IP500
Recording Time	PC dependent (Requires 1MB per minute)	IP500 V2: 2 ports: Up to 15 hours 4 ports: Up to 20 hours 6 ports: Up to 25 hours IP500: Up to 15 hours

Table 9: Messaging Features

	IP Office Preferred Edition	IP Office Essential Edition
Runs as a service	✓	×
Multi-lingual support	✓	✓
Voicemail for Individual users	✓	✓
Voicemail for Virtual users	✓	×
Voicemail for Hunt Groups	✓	✓
Group Broadcast	✓	×
Unified Messaging Service (UMS)	Option	×
Integration with Microsoft Exchange Server 2007/2010	Option	×
Resilience and Backup	Option	×
Capable to interact with Blackberry solution	Option[1]	×
Small Community Network Operation	✓	×
Centralised Voicemail Services	✓	×
Distributed Voicemail Servers in an SCN	✓	×
Voicemail Ringback	✓	✓
Voicemail Help TUI	✓	×
Message Waiting Indication	✓	✓
Visual Voice (interactive menu on phone display)	✓	✓
Integration with Phone Manager Pro	✓	×
Personalized Greeting	✓	✓
Extended personal Greetings	✓[2]	×
Continuous Loop Greeting	✓	×
Forward to Email	✓	✓
Copy to Email	✓	✓
Listen To Email (Text To Speech)	✓[2]	×
Send Email notification	✓	✓
Unified Messaging Service (UMS)	Option	×
Save Message	✓	✓
Delete Message	✓	✓
Forward Message to another Mailbox	✓	✓
Forward to Multiple Mailboxes	✓	✓
Forward with a Header Message	✓	✓

Table 9: Messaging Features

	IP Office Preferred Edition	IP Office Essential Edition
Repeat Message	✓	✓
Rewind Message	✓	✓
Fast Forward Message	✓	✓
Pause Message	✓	×
Skip Message	✓	✓
LIFO/FIFO Message Playback Option	✓	×
Set Message Priority	✓[2]	×
Set automatic message deletion timeframe	✓	×
Alphanumeric Data Collection	✓[2]	×
Callers Caller ID, time and date announced	✓	✓
Call Back Sender (if Caller ID available)	✓	✓
Remote Access to Mailbox	✓	✓
User Definable PIN Code	✓	✓
Known Caller ID PIN Code By-Pass	✓	✓
Call Recording	✓	×
Test Conditions	✓	×
Personal Numbering	✓	×
Speaking Clock	✓	×
Campaign Manager	✓	×
VoiceMail Pro Manager	✓	×
Breakout to Reception	Internal and external	
Customised Voicemail	✓	×
Intuity TUI emulation mode.	✓	×
Forward Emails to External Systems (VPIM)	✓	×
Third Party Database Access (IVR)	✓	×
Text To Speech within call flows	✓	×
Support for Visual Basic Scripts	✓	×

Requires UMS (comes with the Power User license) and MS Exchange Server 2007 with a mobility solution (for example a Blackberry) - not provided by Avaya. Intuity mode only.

Table 10: Desktop Application Feature Summary

Feature	Phone Manager Lite	Phone Manager Pro and PC SoftPhone	one-X Portal for IP Office
Web browser based	×	×	✓
OS independent (Windows, Linux, Mac support)	×	×	✓
Click to dial	×	×	✓
Citrix/terminal server support	×	×	✓
Inbound/outbound call handling	✓	✓	✓
Phone call control	✓	✓	✓
Configure phone preferences	✓	✓	✓
Configure keyboard short cuts	✓	✓	✓
CLI (ANI) / Name display	✓	✓	✓
Speed dial / Busy Lamp Field management	✓ - 15 icons maximum.	✓ - 100 icons maximum per tab.	✓ - from Personal & System Directory
Speed Dial tabs (to group Busy Lamp Field icons)	✓ - 1 tab.	✓ - 10 tabs maximum.	✓ - 5 Personal Directory tabs maximum
Transfer call by drag and drop to a speed dial icon	×	✓	×
View internal users' presence	✓ (Telephony + LCS[1])	✓ (Telephony + LCS[1])	✓ (Telephony[1] + User Status)
Send Instant Messages (IM) to internal users	✓ (requires LCS[1])	✓ (requires LCS[1])	✓
Telecommuter mode	×	✓ (not PC SoftPhone)	✓
Mobile Twinning Configuration	×	×	✓
Call Pick Up	×	×	✓
Compact mode	×	✓	✓ – Call Assistant
Personal Phone Directory	×	✓ - 1000 entries maximum.	✓ – 100 entries maximum
System Phone Directory	×	✓ - 5000 entries maximum.	✓ – 5000 entries maximum
External Phone Directory (e.g. LDAP/Active Directory)	×	✓ - 5000 entries maximum.	✓ - unlimited
Call history log – all, missed, messages.	✓ – while logged in.	✓– while logged in.	✓ - 24/7 call log
Separated incoming/outgoing call log.	×	✓	✓
Collect new voicemail messages.	✓	✓	✓
Voicemail box control (Intuity and IP Office modes).	×	✓	✓
Personal Distribution List set up (Intuity mode)	×	✓	×
Incoming call scripting.	×	✓	×
Time on call.	×	✓	✓
Advice of Charge (ISDN service provider dependent)	✓	✓	×
Door opening control.	×	✓	✓
Queue monitoring.	×	✓ - 2 Queues	✓
Conference Control Display.	✓	✓	✓
Audio Conference Management	×	×	✓
'Screen pop' contacts with Outlook	×	✓	✓
Simple Outlook contact record creation.	×	✓	×
Agent Mode.	×	✓	✓
Distinctive Ringing (WAV file).	×	✓	×
Post Connect dial (sending DTMF while connected to another party).	✓	✓	×
VoIP mode (to run as an PC Softphone)	×	Optional license	✓ (with Power User and Teleworker licenses only)
Video Softphone	×	×	✓ (with Power User and Teleworker licenses only)

Table 11: Avaya Video Conferencing

Specifications	Avaya 1010	Avaya 1020	Avaya 1030	Avaya 1040	Avaya 1050
Use	Desktop	Office, Work Area, Small Conference Room – wall mount or media cart	Mid-Large Conference Room – wall mount or media centre	Mid-Large Conference Room – wall mount or media centre	Mid-Large Conference Room – wall mount or media centre
Embedded MCU	No	No	No	4-port	8-port
Supported HD Displays	1	1	2	2	2
HD Display Size (recommended)	20-42" (720p)	32-42" (720p)	50-65" (1080i capable)	50-65" (1080i capable)	50-65" (1080i capable)
Video Format & Output*	16:9 aspect ratio Dual video: 720p 30fps / XGA 5fps	16:9 Aspect Ratio Dual Video: 720p 30fps / XGA 5fps	16:9 aspect ratio Dual Video: 1080p 30fps / 720p 5fps 720p 60fps / 720p 5fps 720p 30fps / 720fps	Same as 1030	Same as 1030
Audio Quality	G.711, G.722, G.728, G.729	G.711, G.722, G.728, G.729	G.711, G.722, G.723, G.729	G.711, G.722, G.723, G.729	G.711, G.722, G.723, G.729
Bandwidth Efficiency 1080p 30fps	N/A	N/A	1.7Mbps	1.7Mbps	1.7Mbps
720p 60fps	N/A	N/A	1.1Mbps	1.1Mbps	1.1Mbps
720p 30fps	1.0Mbps		768Kbps	768Kbps	768Kbps
Resolutions at 768Kpbs (30fps)	1024x576 pixels	1024x576 pixels	1280x720 pixels	1280x720 pixels	1280x720 pixels
HD Camera	Fixed Focus	Motorised	Motorised	Motorised	Motorised
Optional HD Cameras supported	N/A	N/A	1	1	2
Audio	Cameras with built in microphone HDTV Speakers	1-MicPod, HDTV speakers	1-MicPod, HDTV speakers	Dual MicPod, HDTV speakers	Dual MicPod, HDTV speakers
			Options: Additional MicPod or Integrated Conference phone	Options: Integrated Conference phone	Options: Integrated Conference phone
PC Content Sharing	Receive-only	Receive-only	Yes	Yes	Yes
Controls	Remote Control	Remote Control	Remote Control	Remote Control	Remote Control

* Actual Resolution depends on capability of remote end and is impacted by the quality of the communication channel

Table 12: B100 Series Audio Conference Phones

Area of Use	B149	B159	B179
Large situation	×	✓	✓
Medium-sized conference room	✓	✓	✓
Number of people / Area	Up to 10 / 30 m² or 320 ft²	Up to 10 / 30 m² or 320 ft²	Up to 10 / 30 m² or 320 ft²
Number of people with expansion microphones / Area	Up to 16 / 70 m²or 750 ft²	Up to 16 / 70 m² or 750 ft²	Up to 16 / 70 m² or 750 ft²
Number of people with PA connection	×	More than 16	More than 16
Protocol	Analog	Analog	SIP
To cell phone and cordless handset	×	✓	×
To computers for VoIP	×	✓	
Power over Ethernet	×	×	✓
USB port for computer connection	×	✓	×
Menu	✓	✓	✓
SD call recording	✓	✓	✓
Phone book (Number of user (profile)	✓	✓	✓
Line selector with bridging function	✓	✓	
Connection for wireless headset	×	✓	✓
Optional Accessories			
Expansion Microphones	✓	✓	✓
Cables for GSM/DECT connection	×	✓	×
Interface box for PA system connection	×	✓	✓

Table 13: Differences Between IP Office Server Edition and IP Office Preferred/Advanced Edition

Feature	Preferred/Advanced Edition	Server Edition	Server Edition Comments
Capacity	32 locations 1000 users total 7200 BHCC	32 locations 1000 users total 14400 BHCC (Max)	
Multi-Site (SCN)	Freeform Star, mesh, chain SCN trunks anywhere SCN trunk channels licensed	Single or double star No additional SCN trunks Unlimited SCN trunk channel licenses	Restricted topology allows many optimizations Other H.323 trunk types still allowed
Administration	Limited centralized (Multi-site (SCN) Manager)	Fully centralized (Server Edition Manager)	Consolidated mode for full centralization. Non-consolidated mode for freeform per device configuration
Licensing	Distributed	Central pool	All common licenses centralized. Some still distributed (See section 6.6.4 for a complete list) All administered centrally
User Profile Licenses	Telecommuter Mobile Worker Office Worker Power User	Office Worker Power User	
O/G Call Routing	no default assistance	Simplified	SE Manager and default routes allow simpler O/G call routing
I/C Call Routing	no default assistance	Simplified	Common ICRs allow simpler I/C call routing and resilience
Time	Freeform	Simplified by default, can still be freeform	Primary Server acts as solution time server by default
System directory	Freeform	Simplified by default, can still be freeform	Primary Server acts as solution directory server by default
Fax transport	IP Office T.38 fax transport	G.711 fax transport	No need to configure codec sets to enforce; G.711 fax transport used automatically
SIP Trunk Direct Media to remote device across SCN	None	Direct media supported to remote H.323 and IP DECT endpoints	Includes SIP Info and RFC 2833 support
Hunt Groups	Freeform	Hunt groups only on primary	Performance optimized for VMPro location (also on Primary) Automatic resilience when secondary present Overcomes SoftConsole limitations
SoftConsole	Up to 4 per IP Office	Up to 10 on Primary	Overcomes SoftConsole IP connectivity and SCN limitations
Add/remove device	Manual	Integrated via SE Manager	Auto population of Multi-Site links and common configuration
Device Status/connectivity	Not checked	Access and interconnects checked by SE Manager	Immediate indication if device offline or incorrectly networked
IP Office Initial configuration	Manual	Automated with Initial Configuration Utility (ICU)	Remote install technician without IP Office knowledge
Upgrades	Individual	Centralized	
Backup/restore	Individual per IP Office and per application	Centralized	Security settings not backed up
Embedded VM/AA	Supported	Not supported	Central VMPro only
Voicemail Pro Ports	40	100	Additional VMPro ports (up-to 100 Max) can be added on Secondary server for resiliency
Voicemail Pro VRL, VRLA, VBA, Database access	Supported on Windows VMPro server	Not supported	
CCR	Supported	Not supported	Use DevConnect Solutions for Call Center/Contact Center/Call Reporting applications
Software distribution	Admin DVD + Apps DVD	Single ISO distribution	
Software Only Solution	No	Yes (Controlled introduction at present)	
Single management portal	NO	Yes	

Table 14: Differences Between IP Office Server Edition Multi-Site Solution and IP Office Legacy SCN Multi-Site Solution

Feature	IPO SCN	Server Edition Multi-Site	Server Edition Comments
Topology	Freeform Star, mesh, chain SCN trunks anywhere.	Single or double star. No additional SCN trunks	Restricted topology allows many optimizations. Other H.323 trunk types still allowed
Administration	Limited centralized (SCN Manager)	Fully centralized (Server Edition Manager)	Consolidated mode for full centralization. Non-consolidated mode for freeform per device configuration
Licensing	Distributed	Central pool	All common licenses centralized Some still distributed All administered centrally
SSL VPN	Separate independent access	Integrated access via Server Edition (SE) Manager	Allows remote solution management behind Services VPN Gateway
O/G Call Routing	Complex, no default assistance	Simplified	SE Manager and default routes allow simpler O/G call routing
I/C Call Routing	Complex, no default assistance	Simplified	Common ICRs allow simpler I/C call routing and resilience
Time	Freeform/complex	Simplified by default, can still be freeform	Primary Server acts as solution time server by default
System directory	Freeform/complex	Simplified by default, can still be freeform	Primary Server acts as solution directory server by default
Fax transport	IP Office T.38 fax transport across SCN	G.711 fax transport across SCN	No need to configure codec sets to enforce; G.711 fax transport used automatically
SIP Trunk Direct Media to remote device across SCN	None	Direct media supported to remote H.323 and IP DECT endpoints	Includes SIP Info and RFC 2833 support
Phone Resilience Admin	Freeform/complex	Simplified	SE Manager admin allows only Primary and/or Secondary to act as phone backup server
Hunt Groups	Freeform	Hunt groups only on primary	Performance optimized for VMPro location (also on Primary) Automatic resilience when secondary present Overcomes SoftConsole limitations
SoftConsole	Up to 4 per IP Office	Up to 10 on Primary	Overcomes SoftConsole IP connectivity and SCN limitations
IP Phones with no default user	Not resilient	Resilient	Allows hot desk phones to be resilient
Add/remove node	Manual	Integrated via SE Manager	Auto population of Multi-Site links and common configuration
Offline device	Cannot be managed	Managed via SE Manager	Includes online/offline synchronization
Device Status/connectivity	Not checked	Access and interconnects checked by SE Manager	Immediate indication if device offline or incorrectly networked
SCN trunk channels	Limited by licenses	Unlimited	No multi-networking license required
IP Office Initial configuration	Manual	Automated with Initial Configuration Utility (ICU)	Remote install technician without IP Office knowledge
Upgrades	Individual	Centralized	Upgrades to all remote nodes can be performed from Primary Location
Backup/restore	Individual per IP Office and per application	Centralized	Security settings not backed up

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